

2006 DirectionFinder®

Final Report



conducted for

Newport, Rhode Island

by

ETC Institute

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2006 DirectionFinder[®] Survey

Executive Summary Report

Overview and Methodology

ETC Institute administered the *DirectionFinder*[®] Survey for the City of Newport, Rhode Island, to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process.

The survey was four (4) pages long and took the average person approximately 10 minutes to complete. It was administered by mail and phone to a random sample of 851 residents during April of 2006. The overall results of the survey have a precision of at least +/-3.7% at the 95% level of confidence.

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that show how the survey results for Newport compare to other communities
- importance-satisfaction analysis to help the City use survey data to set priorities
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument.

Interpretation of "Don't Know" Responses: The percentage of persons who gave "don't know" responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of "don't know" responses has been excluded to facilitate valid comparisons with other communities. The percentage of "don't know" responses for each question is provided in the Tabular Data Section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

Major Findings

- **Residents were generally satisfied with the overall quality of life in the City of Newport.** Most of the residents surveyed *who had an opinion* were satisfied with Newport as a place to visit (93%) and as a place to live (87%). Residents were least satisfied with Newport as a place to go shopping (40%).
- **City information is communicated most often through the newspaper.** Eighty-two percent (82%) of those surveyed prefer to receive information about the City from the local newspapers and 45% prefer to receive information about the City from the City newsletter.
- **The City's efforts to promote the City were mixed.** The highest levels of satisfaction with promotion of the City, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the City's efforts to promote tourism (71%) and City sponsored special events (66%). Residents were least satisfied with the level of civic involvement in municipal affairs (35%) and how well the City communicates and shares information (27%).
- **The Street and Sidewalk bond issue was supported over all other financial initiatives.** The highest levels of satisfaction with various financial initiatives, based upon the combined percentage of “very supportive” and “supportive” responses from residents who had an opinion, were the street and sidewalk bond issue (89%), the sewer/CSO infrastructure rebuilding (71%), and the seawall restructuring program (63%). Residents were least supportive of the affordable housing financial initiative (47%).
- **Public Safety Services**
 - **Police** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the responsiveness to calls for assistance (74%), the overall quality of police services (70%), and the efforts to prevent crime (65%). Residents were least satisfied with the congestion management (33%), and the vehicle noise enforcement (29%).
 - **Fire** The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the responsiveness to fire emergencies (92%), the rescue services (91%), and the overall quality of fire services (86%). Residents were least satisfied with the enforcement of sprinkler codes (60%).

- **Public Works** The highest levels of satisfaction with public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the curbside recycling services (77%), the trash removal (76%), and snow plowing (47%). Residents were least satisfied with the maintenance of streets (17%).
- **Planning and Zoning** The highest levels of satisfaction with planning and zoning, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were residential property maintenance enforcement (37%), retail and commercial property maintenance enforcement (37%), and solicitations and promotions on public streets (38%). Residents were least satisfied with the clean-up of derelict houses and other public nuisances (25%).
- **Water** The highest levels of satisfaction with water services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the city’s efforts to minimize water disruptions (79%), water pressure in homes (68%), and the overall quality of water services (49%). Residents were least satisfied with the taste of their tap water (34%).
- **Parks and Recreation** The highest levels of satisfaction with parks and recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the City parks (81%), management of the harbor (64%), and the overall quality of parks and recreation services (63%). Residents were least satisfied with adult recreation programs (42%).
- **Public Education** The highest levels of satisfaction with public education, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were the quality of elementary school education (29%), and the quality of educational facilities (23%). Residents were least satisfied with the system leadership and management (16%).
- **Administrative Services** The highest levels of satisfaction with administrative services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents who had an opinion, were feeling of safety in the City (78%), the overall quality of life in the City (67%), and the image of the City (65%). Respondents were least satisfied with the management of the influx of tourists during the summer (36%).
- **Most Emphasis over the next two years.** Residents chose public education as the city service that should receive the most emphasis over the next two years; the second choice was public works and the third choice was planning and zoning.

Comments. Residents were given an opportunity to provide any additional comments at the end of the survey. The majority of the comments fell into these three categories;

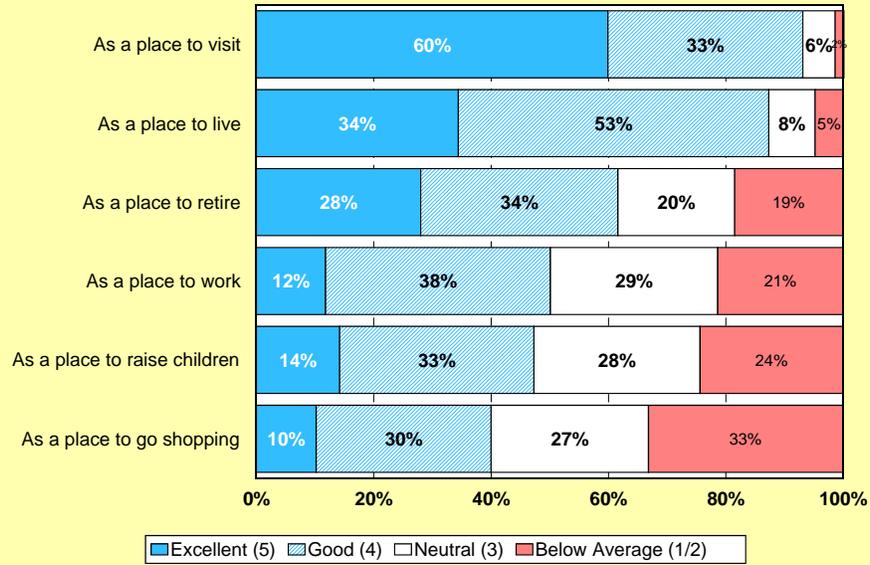
- ❖ **The infrastructure of Newport.** Residents are concerned about the quality of streets, sidewalks, water services and sewer services.
- ❖ **The management of tourism.** Residents are concerned about tourist related issues like parking, noise from bars and restaurants, and the increasing number of permanent homes becoming vacation (short-term rental) homes.
- ❖ **The quality of schools.** Residents are concerned about the quality of education received by students and about the quality and safety of school buildings.

Section 1:
Charts and Graphs

2006 Newport DirectionFinder Survey Results

Q1. Overall Quality of Life in the City of Newport

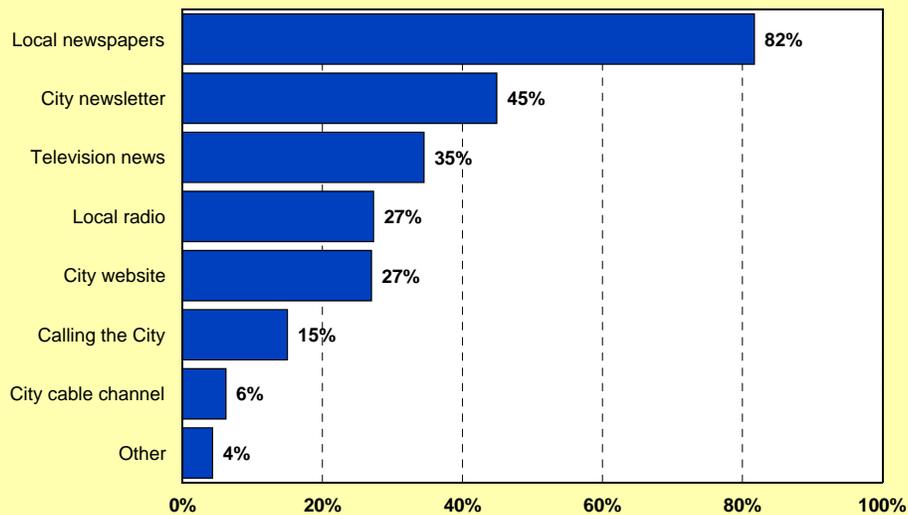
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q2. Sources Residents Prefer to Receive Information From the City of Newport

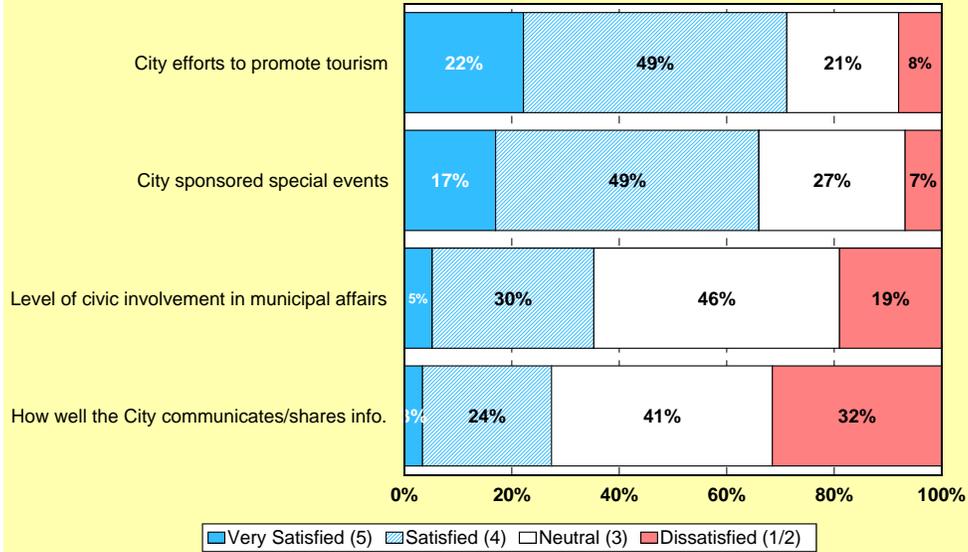
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q3. Overall Satisfaction with the Promotion of the City

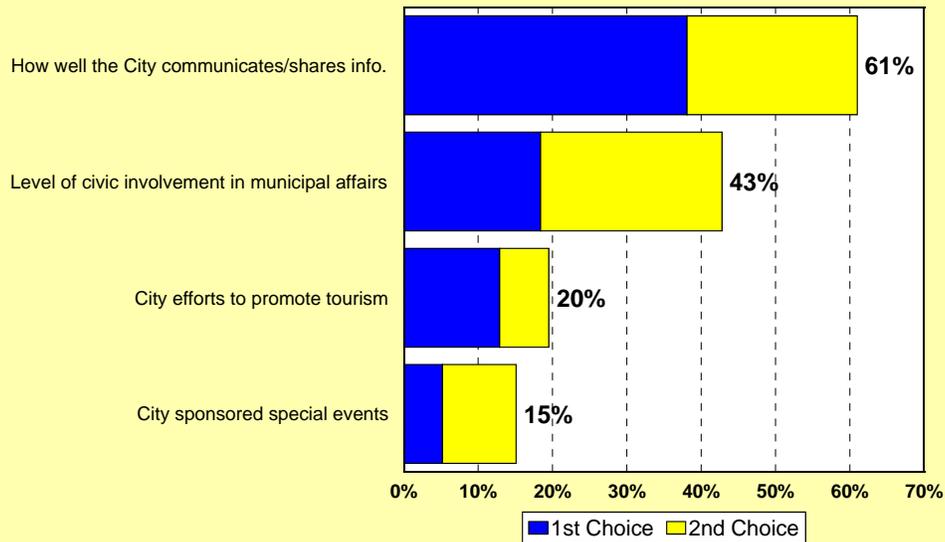
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q4. Areas of the City's Promotion Management That Should Receive the Most Emphasis Over the Next Two Years

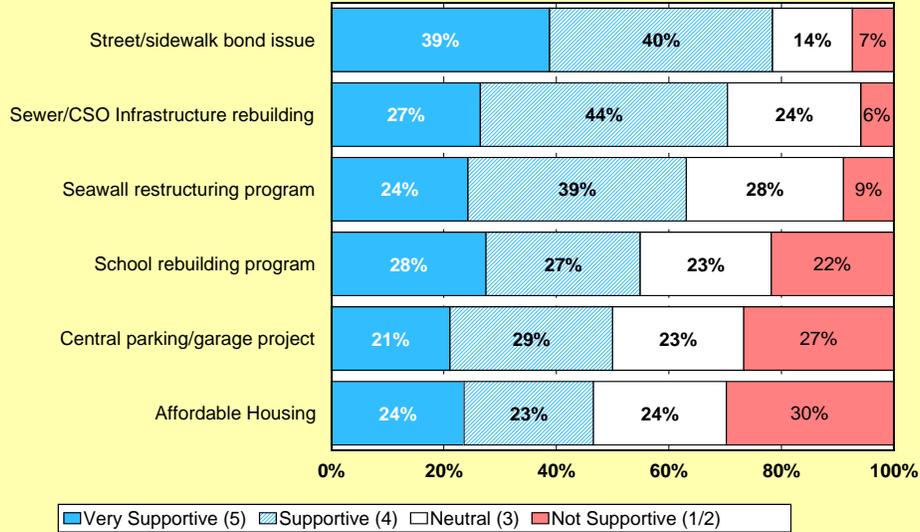
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q5. How Supportive Residents are for Various Financial Initiatives

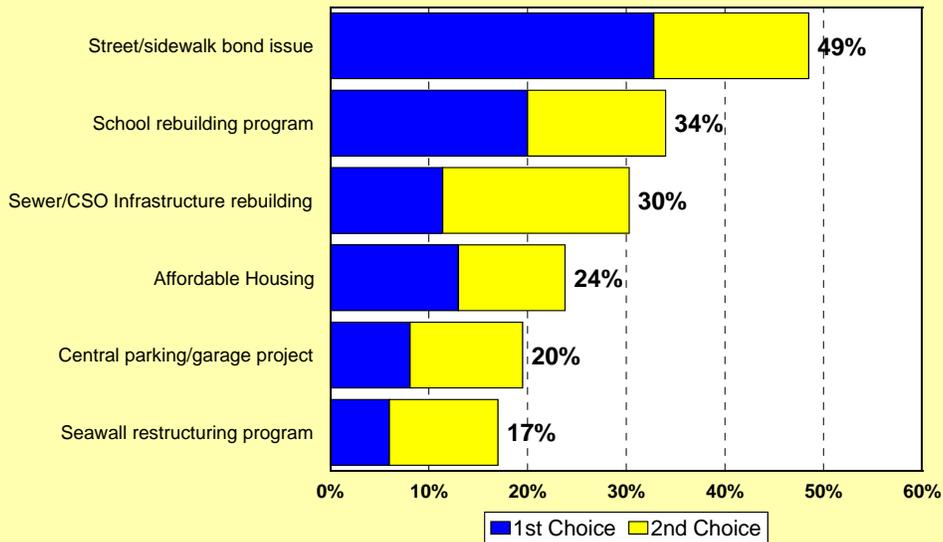
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q6. Financial Initiatives That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices

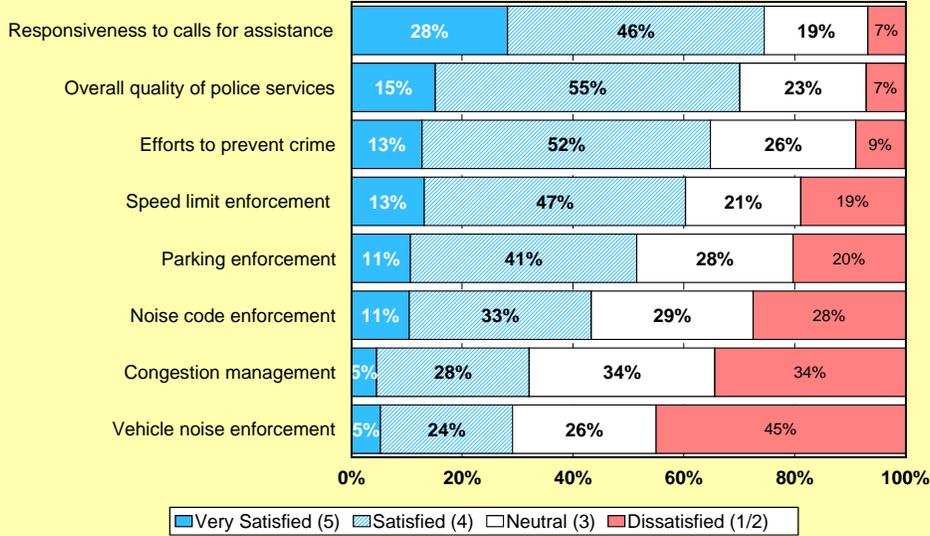


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7a. Satisfaction with Various City Services Provided by the City of Newport

-POLICE-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

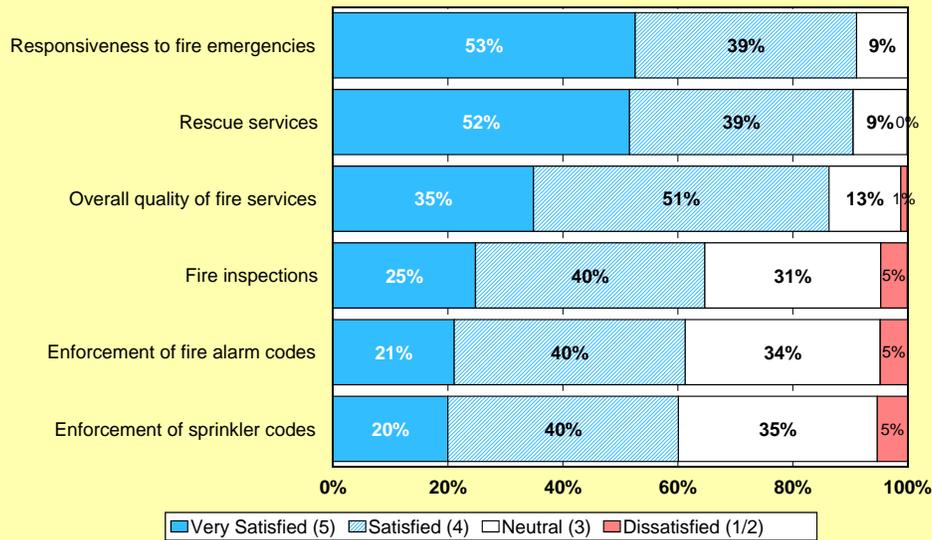


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7b. Satisfaction with Various City Services Provided by the City of Newport

-FIRE-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

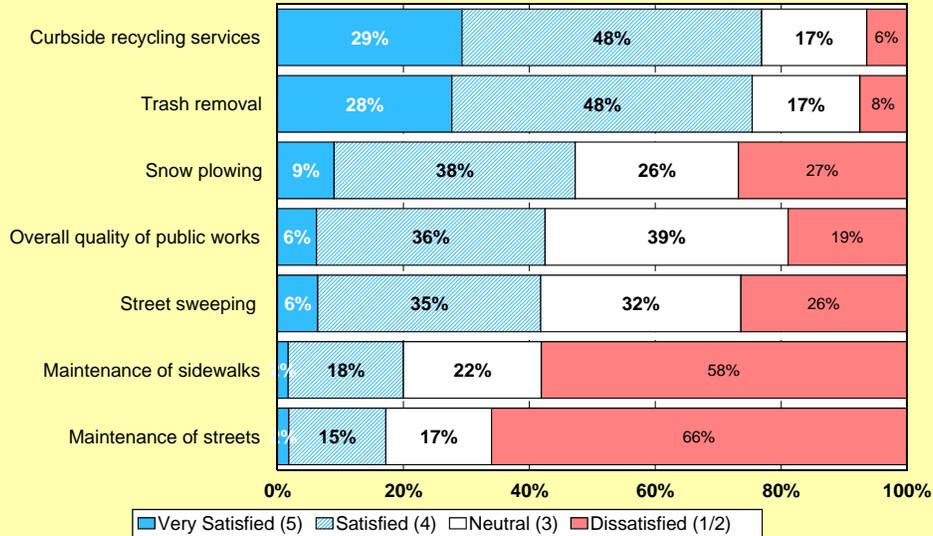


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7c. Satisfaction with Various City Services Provided by the City of Newport

-PUBLIC WORKS-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

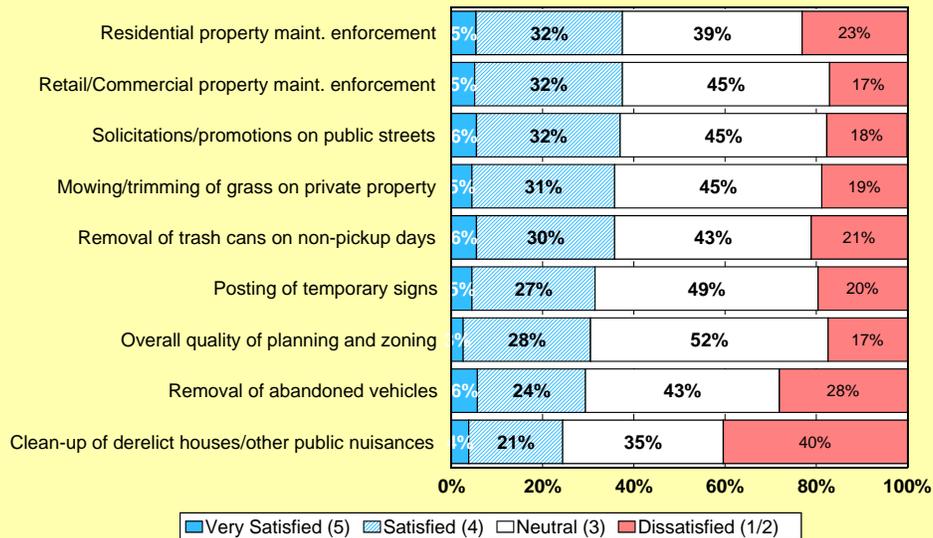


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7d. Satisfaction with Various City Services Provided by the City of Newport

-PLANNING & ZONING-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

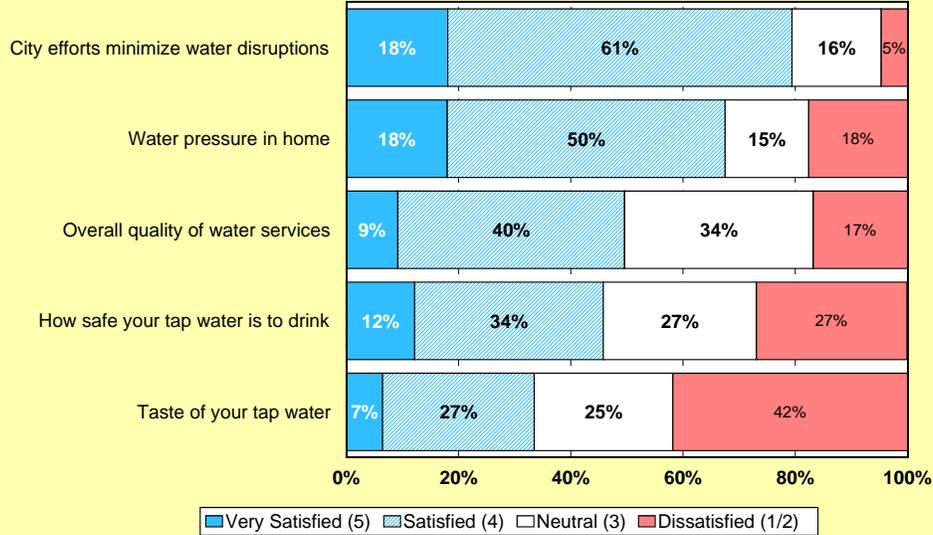


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7e. Satisfaction with Various City Services Provided by the City of Newport

-WATER-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

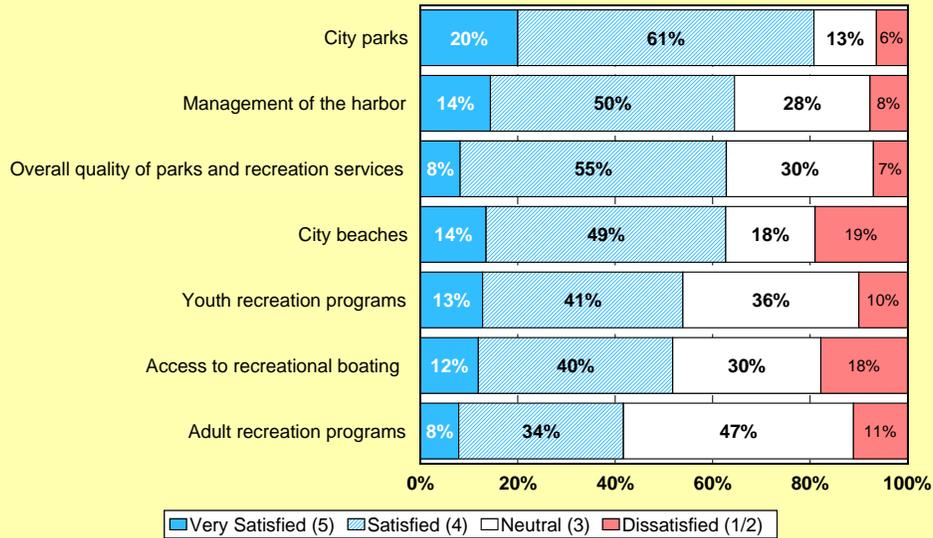


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7f. Satisfaction with Various City Services Provided by the City of Newport

-PARKS & RECREATION-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

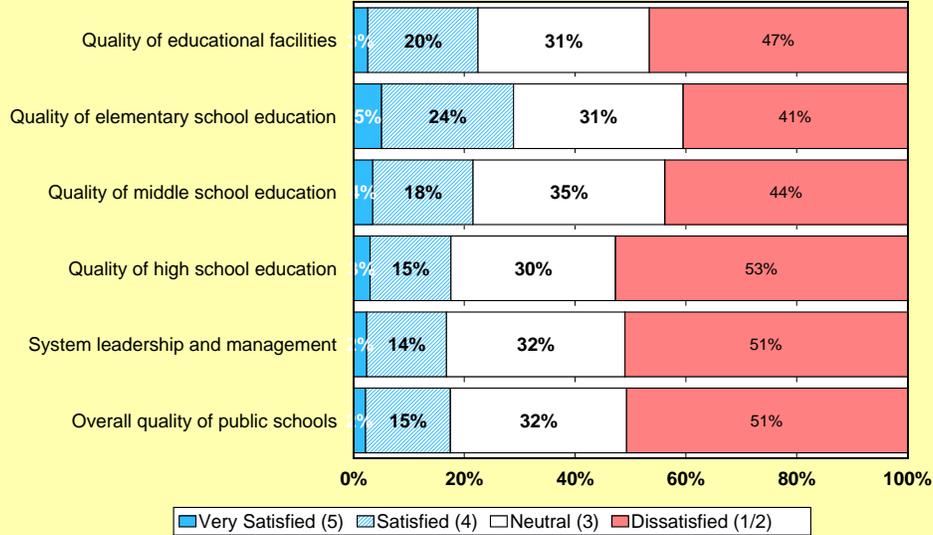


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q7g. Satisfaction with Various City Services Provided by the City of Newport

-PUBLIC EDUCATION-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

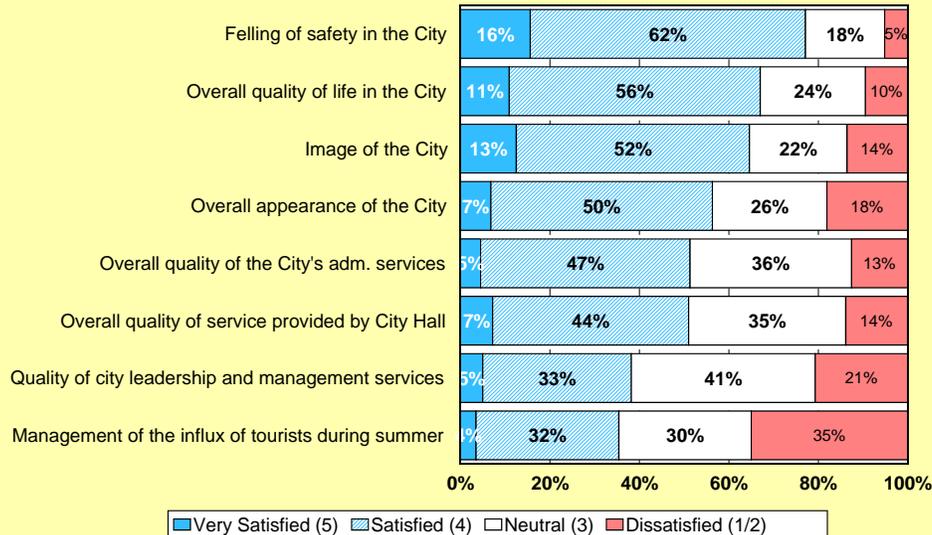


Source: ETC Institute DirectionFinder (City of Newport 2006)

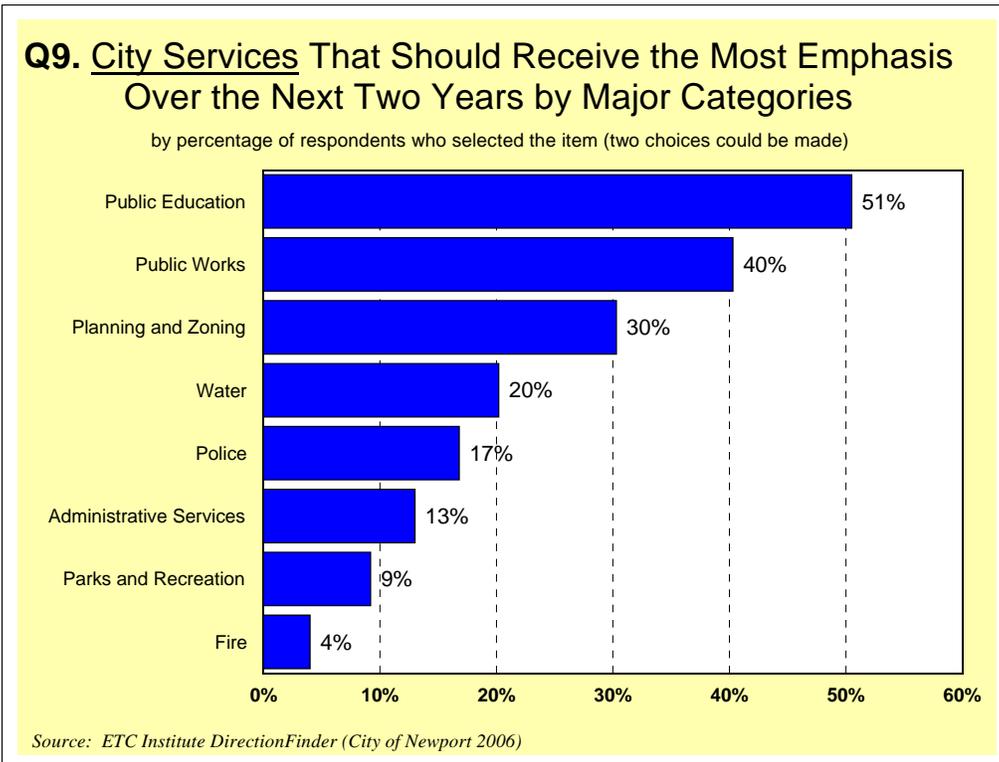
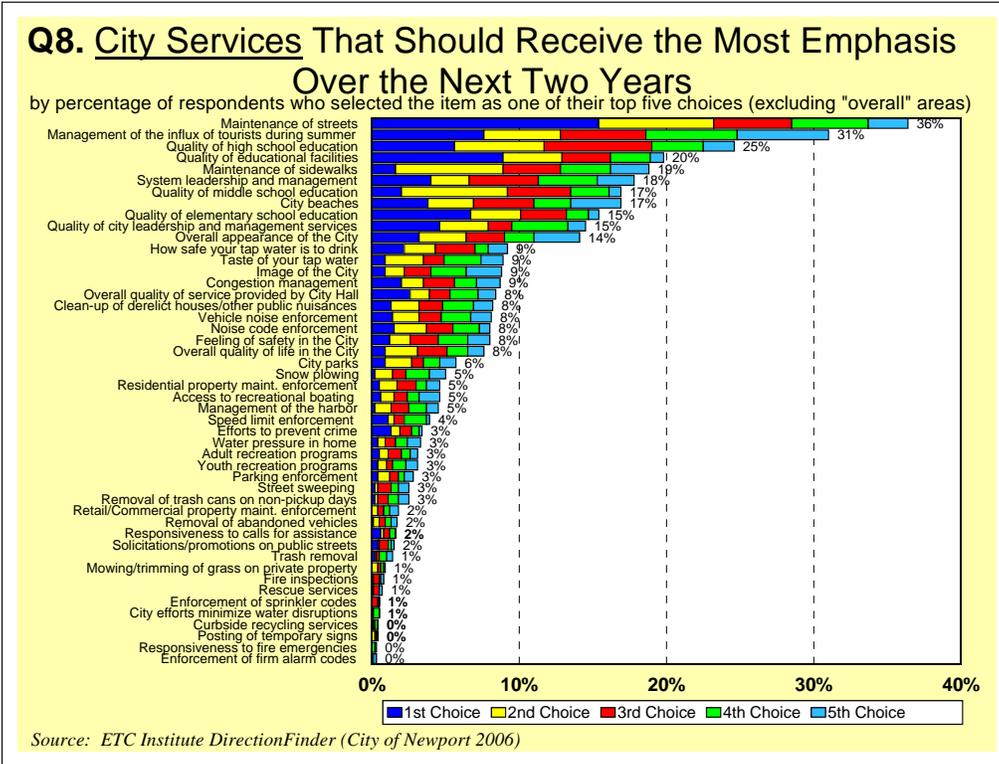
Q7h. Satisfaction with Various City Services Provided by the City of Newport

-ADMINISTRATIVE SERVICES-

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (City of Newport 2006)



Q10. Demographics: How Many Years have You Lived in the City of Newport?

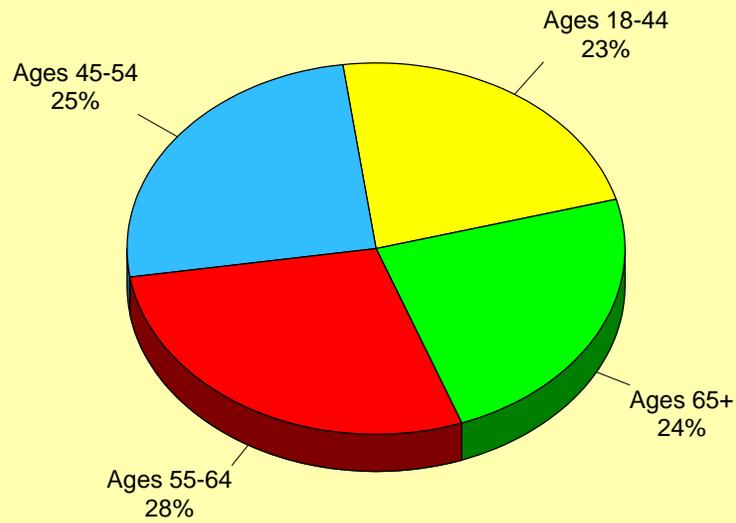
by percentage of respondents



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q11. Demographics: Age of Respondent

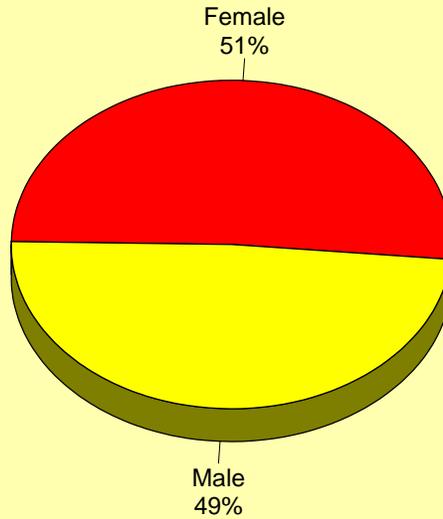
by percentage of respondents



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q12. Demographics: Gender of the Respondents

by percentage of respondents

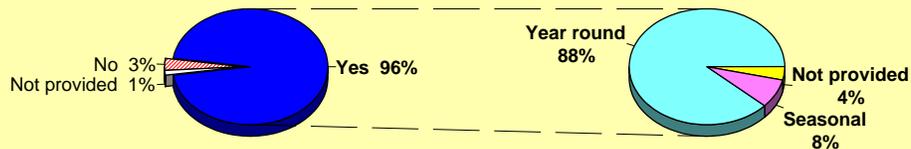


Source: ETC Institute DirectionFinder (City of Newport 2006)

Q13. Demographics: Do You Live Inside the City Limits of Newport for at Least Two Weeks Per Year?

by percentage of respondents

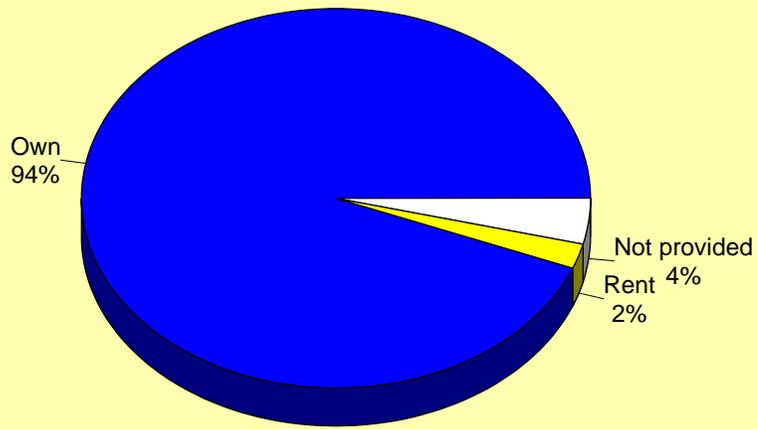
Q13a. Do You Consider Yourself a Year-Round or Seasonal Resident of Newport?



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q13b. Demographics: Do You Own Or Rent Your Residence in Newport?

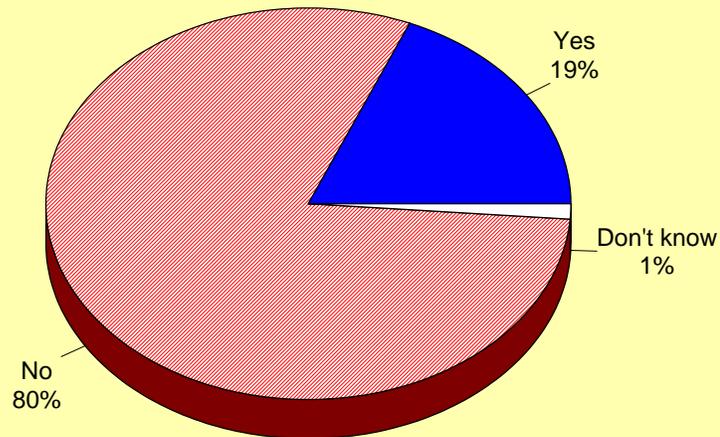
by percentage of respondents who live inside Newport city limits for at least two weeks/year



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q14. Demographics: Do You Own a Business in Newport?

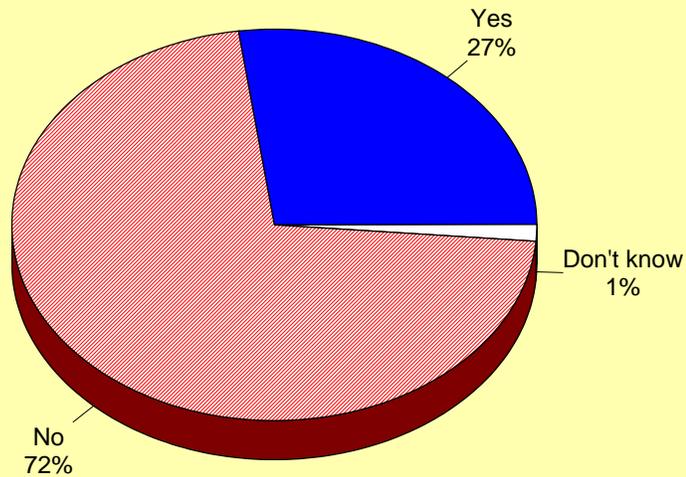
by percentage of respondents



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q15. Demographics: Do You Own Rental Property in Newport?

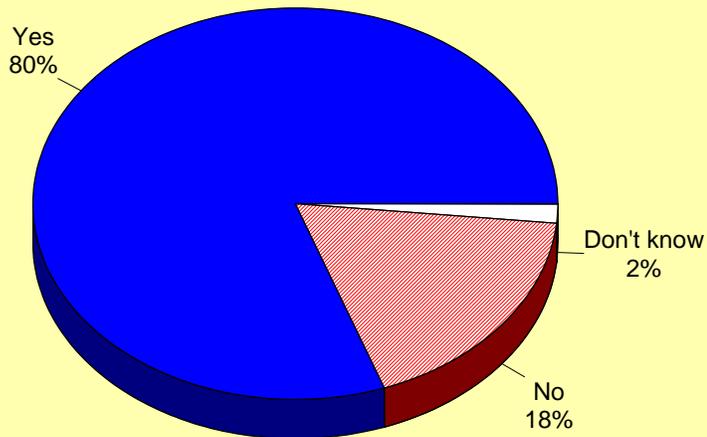
by percentage of respondents



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q16. Demographics: Are You Registered to Vote in the City of Newport?

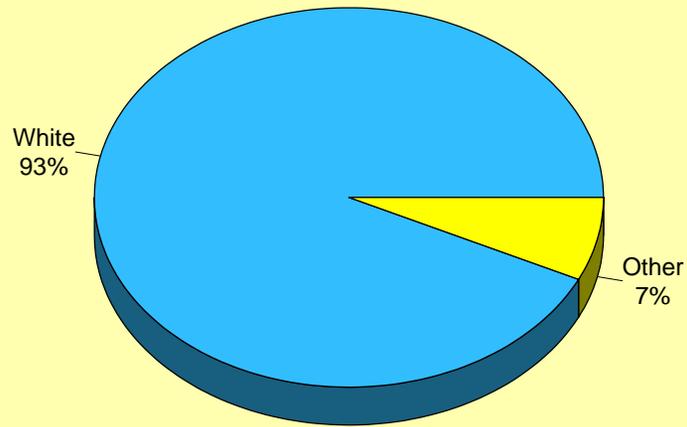
by percentage of respondents



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q17. Demographics: Race/Ethnicity

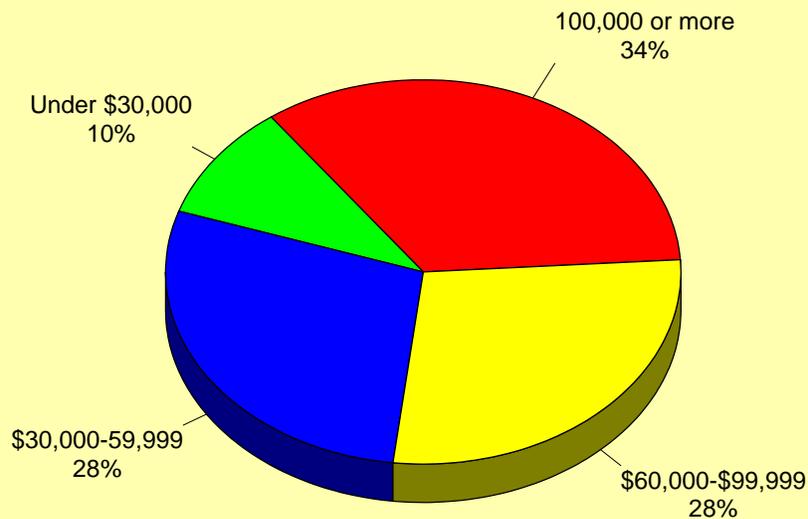
by percentage of persons in households (multiple choices could be made)



Source: ETC Institute DirectionFinder (City of Newport 2006)

Q18. Demographics: Total Annual Household Income

by percentage of respondents (excluding those who refused to provide response)



Source: ETC Institute DirectionFinder (City of Newport 2006)

Section 2:
Importance-Satisfaction
Analysis

2006 Importance-Satisfaction Analysis

Newport, Rhode Island

Overview

Today, city and county officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for the services their city or county provides. The Importance-Satisfaction rating is based on the concept that cities and counties will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, fourth, or fifth most important services for the City to emphasize over the next two years, or in the case of the financial initiatives and promotion management, the first or second choices. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify which city service they thought should receive the most emphasis over the next two years. Fourteen percent (14%) of the residents surveyed selected *the overall appearance of the city* as one of their top five choices. The combined sum of 14% ranked the *overall appearance of the city* as the eleventh most important City service to emphasize over the next two years.

With regard to satisfaction, *overall appearance of the city* ranked nineteenth overall with 57% . The I-S rating for *overall appearance of the city* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 14% was multiplied by 43% (1-0.57). This calculation yielded an I-S rating of 0.0602, which was ranked twelfth out of 48 city service categories.

2006 Newport DirectionFinder Survey Results

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should generally continue to receive the current level of emphasis, but may require more emphasis in specific areas.

- *Definitely Increase Emphasis ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *Maintain Current Emphasis ($IS < 0.10$)*

The following page contains the I-S ratings for the City of Newport, Rhode Island.

Importance-Satisfaction Rating
City of Newport
PROMOTION MANAGEMENT

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
How well the City communicates/shares info.	61%	1	27%	4	0.4453	1
Level of civic involvement in municipal affairs	43%	2	35%	3	0.2795	2
<u>Medium Priority (IS <.10)</u>						
City efforts to promote tourism	20%	3	71%	1	0.0580	3
City sponsored special events	15%	4	66%	2	0.0510	4

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

2006 Newport DirectionFinder Survey Results

Importance-Satisfaction Rating

City of Newport

FINANCIAL INITIATIVES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
School rebuilding program	34%	2	55%	4	0.1530	1
Affordable Housing	24%	4	47%	6	0.1272	2
Street/sidewalk bond issue	49%	1	79%	1	0.1029	3
Central parking/garage project	20%	5	50%	5	0.1000	4
<u>Medium Priority (IS < .10)</u>						
Sewer/CSO Infrastructure rebuilding	30%	3	71%	2	0.0870	5
Seawall restructuring program	17%	6	63%	3	0.0629	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

2006 Newport DirectionFinder Survey Results

Importance-Satisfaction Rating City of Newport CITY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > 20)						
Maintenance of streets	36%	1	17%	47	0.2988	1
Quality of high school education	25%	3	18%	46	0.2050	2
High Priority (IS 10-20)						
Management of the influx of tourist during summer	31%	2	36%	33	0.1984	3
Quality of educational facilities	20%	4	23%	43	0.1540	4
Maintenance of sidewalks	19%	5	20%	45	0.1520	5
System leadership and management	18%	6	16%	48	0.1512	6
Quality of middle school education	17%	7	22%	44	0.1326	7
Quality of elementary school education	15%	9	29%	40	0.1065	8
Medium Priority (IS < 10)						
Quality of city leadership/management services	15%	10	38%	29	0.0930	9
City beaches	17%	8	63%	15	0.0629	10
Congestion management	9%	15	33%	37	0.0603	11
Overall appearance of the City	14%	11	57%	19	0.0602	12
Clean-up of derelict houses/other public nuisances	8%	17	25%	42	0.0600	13
Taste of your tap water	9%	13	34%	36	0.0594	14
Vehicle noise enforcement	8%	18	29%	41	0.0568	15
How safe your tap water is to drink	9%	12	46%	25	0.0486	16
Noise code enforcement	8%	19	44%	26	0.0448	17
Overall quality of service provided by City Hall	8%	16	51%	23	0.0392	18
Image of the City	9%	14	65%	11	0.0315	19
Residential property maint. enforcement	5%	24	37%	31	0.0315	20
Snow plowing	5%	23	47%	24	0.0265	21
Overall quality of life in the City	8%	21	67%	10	0.0264	22
Access to recreational boating	5%	25	52%	21	0.0240	23
Removal of trash cans on non-pickup days	3%	34	36%	34	0.0192	24
Management of the harbor	5%	26	64%	14	0.0180	25
Street sweeping	3%	33	41%	28	0.0177	26
Feeling of safety in the City	8%	20	78%	5	0.0176	27
Adult recreation programs	3%	30	42%	27	0.0174	28
Speed limit enforcement	4%	27	60%	17	0.0160	29
Parking enforcement	3%	32	52%	22	0.0144	30
Removal of abandoned vehicles	2%	36	30%	39	0.0140	31
Youth recreation programs	3%	31	54%	20	0.0138	32
Retail/Commercial property maint. enforcement	2%	35	37%	32	0.0126	33
Solicitations/promotions on public streets	2%	38	38%	30	0.0124	34
City parks	6%	22	81%	3	0.0114	35
Efforts to prevent crime	3%	28	65%	12	0.0105	36
Water pressure in home	3%	29	68%	9	0.0096	37
Responsiveness to calls for assistance	2%	37	74%	8	0.0052	38
Trash removal	2%	39	76%	7	0.0048	39
Responsiveness to fire emergencies	0%	47	92%	1	0.0000	40
Rescue services	0%	42	91%	2	0.0000	41
City efforts minimize water disruptions	0%	44	79%	4	0.0000	42
Curbside recycling services	0%	45	77%	6	0.0000	43
Fire inspections	0%	41	65%	13	0.0000	44
Enforcement of fire alarm codes	0%	48	61%	16	0.0000	45
Enforcement of sprinkler codes	0%	43	60%	18	0.0000	46
Mowing/trimming of grass on private property	0%	40	36%	35	0.0000	47
Posting of temporary signs	0%	46	32%	38	0.0000	48

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Section 3:
Tabular Data

Q1. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Newport with regard to the following by circling the corresponding number below:

(N=851)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
Q1a As a place to live	1.4%	3.3%	7.8%	52.2%	34.0%	1.4%
Q1b As a place to raise children	4.0%	16.9%	24.3%	28.4%	12.2%	14.1%
Q1c As a place to work	5.9%	13.5%	25.9%	34.7%	10.7%	9.4%
Q1d As a place to retire	6.2%	11.0%	18.7%	31.5%	26.2%	6.3%
Q1e As a place to visit	0.4%	1.1%	5.3%	32.2%	58.0%	3.1%
Q1f As a place to go shopping	9.5%	22.8%	26.2%	29.1%	10.0%	2.4%

Q1. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Newport with regard to the following by circling the corresponding number below: (excluding don't know)

(N=851)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5
Q1a As a place to live	1.4%	3.3%	7.9%	52.9%	34.4%
Q1b As a place to raise children	4.7%	19.7%	28.3%	33.1%	14.2%
Q1c As a place to work	6.5%	14.9%	28.5%	38.3%	11.8%
Q1d As a place to retire	6.6%	11.8%	19.9%	33.6%	28.0%
Q1e As a place to visit	0.4%	1.1%	5.5%	33.2%	59.9%
Q1f As a place to go shopping	9.7%	23.3%	26.8%	29.8%	10.2%

Q2. From which of the following sources do you prefer to receive information from the City of Newport?

<u>Q2 Prefer to receive information</u>	<u>Number</u>	<u>Percent</u>
1 = City newsletter	382	44.9 %
2 = Local newspapers	695	81.7 %
3 = Local radio	232	27.3 %
4 = Television news	294	34.5 %
5 = City website	230	27.0 %
6 = City cable channel	53	6.2 %
7 = Calling the city	128	15.0 %
8 = Other	37	4.3 %
9 = Not provided	10	1.2 %
Total	2061	

Q2. Other:

<u>Q2 Other</u>	<u>Number</u>	<u>Percent</u>
ALN NEWSLETTER=	1	2.7 %
ATTEND MEETINGS=	1	2.7 %
CITY MAILINGS=	1	2.7 %
CITY MEETINGS=	1	2.7 %
CIVIC ORGANIZATIONS=	1	2.7 %
COUNCIL MEETING ATTENDEES=	1	2.7 %
COUNCIL-SCHOOL COMMITTEE=	1	2.7 %
DIRECT MAIL=	1	2.7 %
ELECTED LEADERS-NEIGHBORS=	1	2.7 %
EMAIL=	3	8.1 %
FAMILY WHO WORK FOR CITY=	1	2.7 %
FLYERS=	1	2.7 %
FRIENDS=	1	2.7 %
FRIENDS-NEIGHBORS=	1	2.7 %
INFORMATION FORMS=	1	2.7 %
KNOWING NEWPORT=	1	2.7 %
LIBRARY=	1	2.7 %
MAIL=	2	5.4 %
MAJOR MEDIA=	1	2.7 %
NEIGHBORHOOD MEETINGS=	1	2.7 %
NEIGHBORS=	1	2.7 %
NEIGHBORS-FRIENDS=	1	2.7 %
NEWPORT THIS WEEK=	2	5.4 %
NOTICES FROM THE CITY=	1	2.7 %
PEOPLE=	1	2.7 %
PERSONAL MAIL=	1	2.7 %
PROJO=	1	2.7 %
RESIDENT MAILING=	1	2.7 %
SPEAK TO ELECTED OFFICIAL=	1	2.7 %
TALKING TO COUNCIL=	1	2.7 %
WEBSITE-ALN NEWSLETTER=	1	2.7 %
WORD OF MOUTH=	1	2.7 %
WORD OF MOUTH-NEIGHBORS=	1	2.7 %
Total	37	100.0 %

Q3. Promotion of the City. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate your level of satisfaction with the City's promotion and management of the areas listed below.

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q3a City efforts to promote tourism	2.2%	5.3%	19.6%	46.2%	20.9%	5.8%
Q3b City sponsored special events	1.8%	4.7%	26.1%	47.0%	16.3%	4.1%
Q3c Civic involvement in municipal affairs	2.6%	14.7%	41.5%	27.4%	4.7%	9.2%
Q3d How well communicates & shares info	8.6%	22.1%	40.1%	23.4%	3.3%	2.6%

Q3. Promotion of the City. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate your level of satisfaction with the City's promotion and management of the areas listed below. (excluding don't know)

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q3a City efforts to promote tourism	2.4%	5.6%	20.8%	49.0%	22.2%
Q3b City sponsored special events	1.8%	4.9%	27.2%	49.0%	17.0%
Q3c Civic involvement in municipal affairs	2.8%	16.2%	45.7%	30.1%	5.2%
Q3d How well communicates & shares info	8.8%	22.7%	41.1%	24.0%	3.4%

Q4. Which TWO of the items, from the list in Question 3 (above), do you think should receive the most emphasis from City leaders over the next two years? Circle "NONE" if you do not think any of these items need additional emphasis.

Q4 Most emphasis	Number	Percent
A=Efforts to promote tourism	110	12.9 %
B=City sponsored special events	44	5.2 %
C=Civic involvement in municipal affairs	157	18.4 %
D=Communicates & shares info	324	38.1 %
Z=None chosen	216	25.4 %
Total	851	100.0 %

Q4. Which TWO of the items, from the list in Question 3 (above), do you think should receive the most emphasis from City leaders over the next two years? Circle "NONE" if you do not think any of these items need additional emphasis.

Q4 2nd	Number	Percent
A=Efforts to promote tourism	56	6.6 %
B=City sponsored special events	84	9.9 %
C=Civic involvement in municipal affairs	208	24.4 %
D=Communicates & shares info	195	22.9 %
Z=None chosen	308	36.2 %
Total	851	100.0 %

Q4. Which TWO of the items, from the list in Question 3 (above), do you think should receive the most emphasis from City leaders over the next two years? Circle "NONE" if you do not think any of these items need additional emphasis. (both selections)

Q4 Most emphasis	Number	Percent
A = Efforts to promote tourism	166	19.5 %
B = City sponsored special events	128	15.0 %
C = Civic involvement in municipal affairs	365	42.9 %
D = Communicates & shares info	519	61.0 %
Z = None chosen	216	25.4 %
Total	1394	

Q5. Support of Financial Initiatives. For each of the proposed projects listed below, please indicate your level of support for the project by circling the corresponding number below.

(N=851)

	Not supportive at all 1	Not supportive 2	Neutral 3	Supportive 4	Very supportive 5	Don't know 9
Q5a Street/sidewalk bond issue	2.7%	4.3%	13.4%	37.5%	36.7%	5.4%
Q5b Seawall restructuring program	2.5%	5.6%	25.1%	35.0%	22.0%	9.8%
Q5c School rebuilding program	9.4%	11.3%	22.0%	25.9%	26.0%	5.5%
Q5d Sewer/CSO infrastructure rebuilding	1.4%	4.0%	21.9%	40.4%	24.4%	7.9%
Q5e Central parking/garage project	10.6%	14.7%	22.0%	27.3%	20.0%	5.5%
Q5f Affordable housing	16.1%	12.1%	22.4%	21.9%	22.4%	5.1%

Q5. Support of Financial Initiatives. For each of the proposed projects listed below, please indicate your level of support for the project by circling the corresponding number below. (excluding don't know)

(N=851)

	Not supportive at all 1	Not supportive 2	Neutral 3	Supportive 4	Very supportive 5
Q5a Street/sidewalk bond issue	2.9%	4.6%	14.2%	39.6%	38.8%
Q5b Seawall restructuring program	2.7%	6.3%	27.9%	38.8%	24.3%
Q5c School rebuilding program	10.0%	11.9%	23.3%	27.4%	27.5%
Q5d Sewer/CSO infrastructure rebuilding	1.5%	4.3%	23.7%	43.9%	26.5%
Q5e Central parking/garage project	11.2%	15.5%	23.3%	28.9%	21.1%
Q5f Affordable housing	17.0%	12.7%	23.6%	23.0%	23.6%

Q6. Which TWO of the items, from the list in Question 5 (above), would you support most? Circle "NONE" if you would not support any of these items.

Q6 Support most	Number	Percent
A=Street/sidewalk bond issue	279	32.8 %
B=Seawall restructuring program	51	6.0 %
C=School rebuilding program	170	20.0 %
D=Sewer/CSO infrastructure rebuild	97	11.4 %
E=Central parking/garage project	69	8.1 %
F=Affordable housing	111	13.0 %
Z=None chosen	74	8.7 %
Total	851	100.0 %

Q6. Which TWO of the items, from the list in Question 5 (above), would you support most? Circle "NONE" if you would not support any of these items.

Q6 2nd	Number	Percent
A=Street/sidewalk bond issue	134	15.7 %
B=Seawall restructuring program	94	11.0 %
C=School rebuilding program	119	14.0 %
D=Sewer/CSO infrastructure rebuild	161	18.9 %
E=Central parking/garage project	97	11.4 %
F=Affordable housing	92	10.8 %
Z=None chosen	154	18.1 %
Total	851	100.0 %

Q6. Which TWO of the items, from the list in Question 5 (above), would you support most? Circle "NONE" if you would not support any of these items. (both selections)

Q6 Support most	Number	Percent
A = Street/sidewalk bond issue	413	48.5 %
B = Seawall restructuring program	145	17.0 %
C = School rebuilding program	289	34.0 %
D = Sewer/CSO infrastructure rebuild	258	30.3 %
E = Central parking/garage project	166	19.5 %
F = Affordable housing	203	23.9 %
Z = None chosen	74	8.7 %
Total	1548	

Q7A. Police.

(N=851)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
A1 Speed limit enforcement	4.2%	13.7%	19.9%	44.9%	12.6%	4.7%
A2 Congestion management	7.5%	24.9%	31.6%	26.0%	4.3%	5.6%
A3 Parking enforcement	5.6%	13.7%	26.9%	39.0%	10.2%	4.5%
A4 Vehicle noise enforcement	16.7%	25.0%	24.1%	22.1%	4.9%	7.2%
A5 Efforts to prevent crime	1.8%	6.5%	24.1%	47.7%	11.8%	8.2%
A6 Responsiveness to calls for assistance	2.0%	3.9%	16.0%	39.6%	24.1%	14.5%
A7 Noise code enforcement	9.3%	15.6%	26.4%	29.7%	9.5%	9.4%
A8 Overall quality of police services	1.4%	5.5%	22.3%	53.7%	14.9%	2.1%

Q7A. Police. (excluding don't know)

(N=851)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
A1 Speed limit enforcement	4.4%	14.4%	20.8%	47.1%	13.2%
A2 Congestion management	8.0%	26.4%	33.5%	27.5%	4.6%
A3 Parking enforcement	5.9%	14.4%	28.2%	40.8%	10.7%
A4 Vehicle noise enforcement	18.0%	27.0%	25.9%	23.8%	5.3%
A5 Efforts to prevent crime	1.9%	7.0%	26.2%	52.0%	12.8%
A6 Responsiveness to calls for assistance	2.3%	4.5%	18.7%	46.3%	28.2%
A7 Noise code enforcement	10.2%	17.3%	29.2%	32.8%	10.5%
A8 Overall quality of police services	1.4%	5.6%	22.8%	54.9%	15.2%

Q7B. Fire.

(N=851)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
B1 Rescue services	0.0%	0.1%	7.6%	31.6%	42.0%	18.7%
B2 Responsiveness to fire emergencies	0.1%	0.1%	6.9%	30.8%	42.1%	20.0%
B3 Fire inspections	1.1%	2.2%	21.7%	28.3%	17.6%	29.0%
B4 Enforcement of sprinkler codes	1.2%	2.4%	22.8%	26.4%	13.2%	34.1%
B5 Enforcement of fire alarm codes	1.1%	2.2%	23.0%	27.4%	14.3%	32.0%
B6 Overall quality of fire services	0.4%	0.6%	10.7%	43.9%	29.8%	14.6%

Q7B. Fire. (excluding don't know)

(N=851)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
B1 Rescue services	0.0%	0.1%	9.4%	38.9%	51.6%
B2 Responsiveness to fire emergencies	0.1%	0.1%	8.7%	38.5%	52.6%
B3 Fire inspections	1.5%	3.1%	30.6%	39.9%	24.8%
B4 Enforcement of sprinkler codes	1.8%	3.6%	34.6%	40.1%	20.0%
B5 Enforcement of fire alarm codes	1.6%	3.3%	33.9%	40.2%	21.1%
B6 Overall quality of fire services	0.4%	0.7%	12.5%	51.4%	34.9%

Q7C. Public Works.

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
C1 Maintenance of streets	28.8%	36.7%	16.7%	15.3%	1.8%	0.8%
C2 Maintenance of sidewalks	24.3%	32.5%	21.4%	17.9%	1.6%	2.2%
C3 Street sweeping	9.8%	15.9%	30.8%	34.3%	6.2%	3.1%
C4 Snow plowing	10.2%	15.6%	25.0%	37.0%	8.7%	3.4%
C5 Trash removal services	3.2%	4.1%	16.6%	46.3%	26.9%	2.9%
C6 Curbside recycling services	2.5%	3.6%	16.0%	45.5%	28.0%	4.5%
C7 Overall quality of public works	3.8%	14.5%	37.3%	35.0%	6.0%	3.5%

Q7C. Public Works. (excluding don't know)

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
C1 Maintenance of streets	29.0%	37.0%	16.8%	15.4%	1.8%
C2 Maintenance of sidewalks	24.9%	33.3%	21.9%	18.3%	1.7%
C3 Street sweeping	10.1%	16.4%	31.8%	35.4%	6.4%
C4 Snow plowing	10.6%	16.2%	25.9%	38.3%	9.0%
C5 Trash removal services	3.3%	4.2%	17.1%	47.7%	27.7%
C6 Curbside recycling services	2.6%	3.8%	16.7%	47.6%	29.3%
C7 Overall quality of public works	3.9%	15.0%	38.6%	36.3%	6.2%

Q7D. Planning and Zoning.

(N=851)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
D1 Residential property maintenance enforce	6.8%	12.0%	32.0%	26.1%	4.3%	18.8%
D2 Retail & commercial property maintenance	4.0%	9.5%	35.8%	25.6%	4.0%	21.0%
D3 Enforcement of the mowing & trimming	4.6%	9.8%	34.4%	23.7%	3.4%	24.1%
D4 Enforce of codes regarding posting signs	4.9%	9.5%	36.0%	19.9%	3.3%	26.4%
D5 Enforce codes regarding solicitation/promos	4.2%	9.3%	34.8%	24.2%	4.2%	23.3%
D6 Enforcing removal of trash cans/bins	6.0%	11.2%	35.0%	24.7%	4.5%	18.7%
D7 Enforcing clean-up of derelict houses	13.5%	19.3%	28.6%	16.7%	3.1%	18.9%
D8 Enforcing removal of abandoned vehicles	7.6%	13.3%	31.6%	17.6%	4.2%	25.6%
D9 Overall quality of planning & zoning	5.1%	9.9%	44.5%	23.9%	2.2%	14.5%

Q7D. Planning and Zoning. (excluding don't know)

(N=851)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
D1 Residential property maintenance enforce	8.4%	14.8%	39.4%	32.1%	5.4%
D2 Retail & commercial property maintenance	5.1%	12.1%	45.4%	32.4%	5.1%
D3 Enforcement of the mowing & trimming	6.0%	12.8%	45.4%	31.3%	4.5%
D4 Enforce of codes regarding posting signs	6.7%	12.9%	48.9%	27.0%	4.5%
D5 Enforce codes regarding solicitation/ promos	5.5%	12.1%	45.3%	31.5%	5.5%
D6 Enforcing removal of trash cans/bins	7.4%	13.7%	43.1%	30.3%	5.5%
D7 Enforcing clean-up of derelict houses	16.7%	23.8%	35.2%	20.6%	3.8%
D8 Enforcing removal of abandoned vehicles	10.3%	17.9%	42.5%	23.7%	5.7%
D9 Overall quality of planning & zoning	5.9%	11.5%	52.1%	27.9%	2.6%

Q7E. Water.

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
E1 Water pressure in your home	5.9%	11.4%	14.6%	48.4%	17.6%	2.1%
E2 City efforts to minimize disruptions	1.1%	3.3%	14.7%	56.5%	16.7%	7.8%
E3 How safe your tap water is to drink	10.3%	14.1%	24.9%	30.7%	11.2%	8.8%
E4 Taste of your tap water	18.1%	22.8%	24.1%	26.3%	6.3%	2.4%
E5 Overall quality of water service	4.7%	11.8%	32.8%	39.4%	8.9%	2.5%

Q7E. Water. (excluding don't know)

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
E1 Water pressure in your home	6.0%	11.6%	14.9%	49.5%	18.0%
E2 City efforts to minimize disruptions	1.1%	3.6%	15.9%	61.3%	18.1%
E3 How safe your tap water is to drink	11.3%	15.5%	27.3%	33.6%	12.2%
E4 Taste of your tap water	18.5%	23.3%	24.7%	27.0%	6.5%
E5 Overall quality of water service	4.8%	12.0%	33.6%	40.4%	9.2%

QF. Parks and Recreation.

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
F1 City parks	1.6%	4.6%	12.3%	58.6%	19.3%	3.5%
F2 City beaches	5.2%	13.0%	17.5%	47.1%	12.9%	4.2%
F3 Youth recreation programs	1.4%	5.4%	24.8%	28.2%	8.8%	31.4%
F4 Adult recreation programs	1.3%	6.3%	32.4%	23.3%	5.4%	31.3%
F5 Management of the harbor	1.9%	4.5%	23.1%	41.7%	12.0%	16.8%
F6 Access to recreational boating	4.2%	9.6%	23.6%	31.0%	9.3%	22.2%
F7 Overall quality of parks & recreation services	0.9%	5.6%	28.4%	51.4%	7.8%	5.9%

QF. Parks and Recreation. (excluding don't know)

(N=851)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
F1 City parks	1.7%	4.8%	12.8%	60.8%	20.0%
F2 City beaches	5.4%	13.6%	18.3%	49.2%	13.5%
F3 Youth recreation programs	2.1%	7.9%	36.1%	41.1%	12.8%
F4 Adult recreation programs	1.9%	9.2%	47.2%	33.8%	7.9%
F5 Management of the harbor	2.3%	5.4%	27.8%	50.1%	14.4%
F6 Access to recreational boating	5.4%	12.4%	30.4%	39.9%	11.9%
F7 Overall quality of parks & recreation services	1.0%	6.0%	30.2%	54.6%	8.2%

Q7G. Public Education.

(N=851)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
G1 Quality of educational facilities	12.8%	23.5%	24.1%	15.5%	2.0%	22.1%
G2 Quality of elementary school education	11.5%	19.2%	23.1%	18.0%	3.9%	24.3%
G3 Quality of middle school education	12.2%	20.4%	25.9%	13.5%	2.6%	25.4%
G4 Quality of high school education	17.3%	22.7%	22.4%	11.0%	2.2%	24.3%
G5 System leadership & management	16.8%	21.4%	24.1%	10.8%	1.8%	25.1%
G6 Overall quality of public schools	14.3%	25.9%	25.1%	12.1%	1.8%	20.8%

Q7G. Public Education. (excluding don't know)

(N=851)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
G1 Quality of educational facilities	16.4%	30.2%	30.9%	19.9%	2.6%
G2 Quality of elementary school education	15.2%	25.3%	30.6%	23.8%	5.1%
G3 Quality of middle school education	16.4%	27.4%	34.6%	18.1%	3.5%
G4 Quality of high school education	22.8%	30.0%	29.7%	14.6%	3.0%
G5 System leadership & management	22.4%	28.6%	32.2%	14.4%	2.4%
G6 Overall quality of public schools	18.1%	32.6%	31.8%	15.3%	2.2%

Q7H. Administrative Services.

(N=851)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
H1 Quality of service provided by City Hall	3.3%	10.0%	33.6%	42.0%	6.9%	4.2%
H2 Quality of city leadership & management	5.2%	14.2%	38.4%	31.0%	4.7%	6.5%
H3 Overall appearance of the City	3.9%	13.7%	24.9%	48.2%	6.6%	2.7%
H4 Image of the City	2.6%	10.5%	21.0%	50.3%	12.1%	3.5%
H5 Overall quality of life in the City	2.0%	7.2%	22.7%	54.3%	10.6%	3.3%
H6 Feeling of safety in the City	1.6%	3.4%	17.3%	60.2%	15.3%	2.2%
H7 Management of the influx of tourists	11.2%	23.0%	28.9%	31.1%	3.4%	2.4%
H8 Overall quality of administrative services	2.8%	9.3%	34.7%	44.9%	4.3%	4.0%

Q7H. Administrative Services. (excluding don't know)

(N=851)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
H1 Quality of service provided by City Hall	3.4%	10.4%	35.1%	43.8%	7.2%
H2 Quality of city leadership & management	5.5%	15.2%	41.1%	33.2%	5.0%
H3 Overall appearance of the City	4.0%	14.1%	25.6%	49.5%	6.8%
H4 Image of the City	2.7%	10.8%	21.8%	52.1%	12.5%
H5 Overall quality of life in the City	2.1%	7.4%	23.5%	56.1%	10.9%
H6 Feeling of safety in the City	1.7%	3.5%	17.7%	61.5%	15.6%
H7 Management of the influx of tourists	11.4%	23.6%	29.6%	31.9%	3.5%
H8 Overall quality of administrative services	2.9%	9.7%	36.1%	46.8%	4.5%

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

Q8 Most emphasis	Number	Percent
A1=Speed limit enforcement	9	1.1 %
A2=Congestion management	17	2.0 %
A3=Parking enforcement	3	0.4 %
A4=Vehicle noise enforcement	12	1.4 %
A5=Efforts to prevent crime	11	1.3 %
A6=Responsive-calls for assistance	5	0.6 %
A7=Noise code enforcement	13	1.5 %
B1=Rescue services	1	0.1 %
C1=Maintenance of streets	131	15.4 %
C2=Maintenance of sidewalks	14	1.6 %
C3=Street sweeping	2	0.2 %
C4=Snow plowing	2	0.2 %
C5=Trash removal services	2	0.2 %
C6=Curbside recycling services	1	0.1 %
D1=Residential prop maintenance	4	0.5 %
D5=Enforce-solicitations/promos	3	0.4 %
D6=Enforce-remove trash cans/bins	1	0.1 %
D7=Enforce-clean-up derelict houses	11	1.3 %
D8=Enforce-remove abandoned cars	1	0.1 %
E1=Water pressure in your home	3	0.4 %
E2=Efforts to minimize disruptions	1	0.1 %
E3=How safe your water is to drink	19	2.2 %
E4=Taste of your tap water	8	0.9 %
F1=City parks	8	0.9 %
F2=City beaches	32	3.8 %
F3=Youth recreation programs	3	0.4 %
F4=Adult recreation programs	4	0.5 %
F5=Management of the harbor	2	0.2 %
F6=Access to recreational boating	5	0.6 %
G1=Quality of educational facilities	76	8.9 %
G2=Quality of elementary school	57	6.7 %
G3=Quality of middle school	17	2.0 %
G4=Quality of high school	48	5.6 %
G5=System leadership/mgmt	34	4.0 %
H1=Quality of service provided	22	2.6 %
H2=Quality of city leadership/mgmt	39	4.6 %
H3=Appearance of the City	27	3.2 %
H4=Image of the City	8	0.9 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

<u>Q8 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
H5=Quality of life in the City	8	0.9 %
H6=Feeling of safety in the City	10	1.2 %
H7=Mgmt of influx of tourists	65	7.6 %
<u>ZZ=None chosen</u>	<u>112</u>	<u>13.2 %</u>
Total	851	100.0 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

Q8 2nd	Number	Percent
A1=Speed limit enforcement	3	0.4 %
A2=Congestion management	13	1.5 %
A3=Parking enforcement	7	0.8 %
A4=Vehicle noise enforcement	15	1.8 %
A5=Efforts to prevent crime	5	0.6 %
A6=Responsive-calls for assistance	2	0.2 %
A7=Noise code enforcement	19	2.2 %
B3=Fire inspections	1	0.1 %
C1=Maintenance of streets	66	7.8 %
C2=Maintenance of sidewalks	62	7.3 %
C3=Street sweeping	2	0.2 %
C4=Snow plowing	10	1.2 %
C5=Trash removal services	1	0.1 %
D1=Residential prop maintenance	10	1.2 %
D2=Retail/commercial prop maintenance	3	0.4 %
D3=Enforce-mow/trim private property	3	0.4 %
D4=Enforce-posting temp signs	2	0.2 %
D5=Enforce-solicitations/promos	1	0.1 %
D6=Enforce-remove trash cans/bins	2	0.2 %
D7=Enforce-clean-up derelict houses	16	1.9 %
D8=Enforce-remove abandoned cars	3	0.4 %
E1=Water pressure in your home	4	0.5 %
E3=How safe your water is to drink	18	2.1 %
E4=Taste of your tap water	22	2.6 %
F1=City parks	15	1.8 %
F2=City beaches	26	3.1 %
F3=Youth recreation programs	5	0.6 %
F4=Adult recreation programs	5	0.6 %
F5=Management of the harbor	9	1.1 %
F6=Access to recreational boating	8	0.9 %
G1=Quality of educational facilities	34	4.0 %
G2=Quality of elementary school	29	3.4 %
G3=Quality of middle school	61	7.2 %
G4=Quality of high school	52	6.1 %
G5=System leadership/mgmt	22	2.6 %
H1=Quality of service provided	11	1.3 %
H2=Quality of city leadership/mgmt	28	3.3 %
H3=Appearance of the City	27	3.2 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

<u>Q8 2nd</u>	<u>Number</u>	<u>Percent</u>
H4=Image of the City	11	1.3 %
H5=Quality of life in the City	19	2.2 %
H6=Feeling of safety in the City	12	1.4 %
H7=Mgmt of influx of tourists	44	5.2 %
<u>ZZ=None chosen</u>	<u>143</u>	<u>16.8 %</u>
Total	851	100.0 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

Q8 3rd	Number	Percent
A1=Speed limit enforcement	6	0.7 %
A2=Congestion management	18	2.1 %
A3=Parking enforcement	5	0.6 %
A4=Vehicle noise enforcement	13	1.5 %
A5=Efforts to prevent crime	7	0.8 %
A6=Responsive-calls for assistance	3	0.4 %
A7=Noise code enforcement	15	1.8 %
B1=Rescue services	3	0.4 %
B3=Fire inspections	3	0.4 %
B4=Enforcement of sprinkler codes	3	0.4 %
B5=Enforcement-fire alarm codes	1	0.1 %
C1=Maintenance of streets	45	5.3 %
C2=Maintenance of sidewalks	33	3.9 %
C3=Street sweeping	8	0.9 %
C4=Snow plowing	8	0.9 %
C5=Trash removal services	2	0.2 %
C6=Curbside recycling services	1	0.1 %
D1=Residential prop maintenance	11	1.3 %
D2=Retail/commercial prop maintenance	3	0.4 %
D3=Enforce-mow/trim private property	2	0.2 %
D4=Enforce-posting temp signs	1	0.1 %
D5=Enforce-solicitations/promos	5	0.6 %
D6=Enforce-remove trash cans/bins	6	0.7 %
D7=Enforce-clean-up derelict houses	14	1.6 %
D8=Enforce-remove abandoned cars	3	0.4 %
E1=Water pressure in your home	6	0.7 %
E3=How safe your water is to drink	23	2.7 %
E4=Taste of your tap water	12	1.4 %
F1=City parks	7	0.8 %
F2=City beaches	35	4.1 %
F3=Youth recreation programs	3	0.4 %
F4=Adult recreation programs	8	0.9 %
F5=Management of the harbor	10	1.2 %
F6=Access to recreational boating	8	0.9 %
G1=Quality of educational facilities	28	3.3 %
G2=Quality of elementary school	26	3.1 %
G3=Quality of middle school	37	4.3 %
G4=Quality of high school	62	7.3 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

<u>Q8 3rd</u>	<u>Number</u>	<u>Percent</u>
G5=System leadership/mgmt	40	4.7 %
H1=Quality of service provided	12	1.4 %
H2=Quality of city leadership/mgmt	14	1.6 %
H3=Appearance of the City	22	2.6 %
H4=Image of the City	15	1.8 %
H5=Quality of life in the City	17	2.0 %
H6=Feeling of safety in the City	16	1.9 %
H7=Mgmt of influx of tourists	49	5.8 %
<u>ZZ=None chosen</u>	<u>182</u>	<u>21.4 %</u>
Total	851	100.0 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

Q8 4th	Number	Percent
A1=Speed limit enforcement	13	1.5 %
A2=Congestion management	13	1.5 %
A3=Parking enforcement	3	0.4 %
A4=Vehicle noise enforcement	17	2.0 %
A5=Efforts to prevent crime	4	0.5 %
A6=Responsive-calls for assistance	3	0.4 %
A7=Noise code enforcement	15	1.8 %
B2=Responsive-fire emergencies	2	0.2 %
B3=Fire inspections	1	0.1 %
B4=Enforcement of sprinkler codes	1	0.1 %
C1=Maintenance of streets	44	5.2 %
C2=Maintenance of sidewalks	29	3.4 %
C3=Street sweeping	4	0.5 %
C4=Snow plowing	14	1.6 %
C5=Trash removal services	4	0.5 %
C6=Curbside recycling services	2	0.2 %
D1=Residential prop maintenance	6	0.7 %
D2=Retail/commercial prop maintenance	3	0.4 %
D3=Enforce-mow/trim private property	2	0.2 %
D4=Enforce-posting temp signs	1	0.1 %
D5=Enforce-solicitations/promos	2	0.2 %
D6=Enforce-remove trash cans/bins	6	0.7 %
D7=Enforce-clean-up derelict houses	18	2.1 %
D8=Enforce-remove abandoned cars	3	0.4 %
E1=Water pressure in your home	7	0.8 %
E2=Efforts to minimize disruptions	3	0.4 %
E3=How safe your water is to drink	8	0.9 %
E4=Taste of your tap water	21	2.5 %
F1=City parks	9	1.1 %
F2=City beaches	21	2.5 %
F3=Youth recreation programs	8	0.9 %
F4=Adult recreation programs	5	0.6 %
F5=Management of the harbor	10	1.2 %
F6=Access to recreational boating	7	0.8 %
G1=Quality of educational facilities	23	2.7 %
G2=Quality of elementary school	13	1.5 %
G3=Quality of middle school	22	2.6 %
G4=Quality of high school	30	3.5 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

<u>Q8 4th</u>	<u>Number</u>	<u>Percent</u>
G5=System leadership/mgmt	34	4.0 %
H1=Quality of service provided	16	1.9 %
H2=Quality of city leadership/mgmt	32	3.8 %
H3=Appearance of the City	17	2.0 %
H4=Image of the City	20	2.4 %
H5=Quality of life in the City	12	1.4 %
H6=Feeling of safety in the City	17	2.0 %
H7=Mgmt of influx of tourists	53	6.2 %
<u>ZZ=</u> None chosen	<u>253</u>	<u>29.7 %</u>
Total	851	100.0 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

Q8 5th	Number	Percent
A1=Speed limit enforcement	2	0.2 %
A2=Congestion management	14	1.6 %
A3=Parking enforcement	5	0.6 %
A4=Vehicle noise enforcement	12	1.4 %
A5=Efforts to prevent crime	2	0.2 %
A7=Noise code enforcement	6	0.7 %
B1=Rescue services	2	0.2 %
B2=Responsive-fire emergencies	1	0.1 %
B3=Fire inspections	2	0.2 %
B5=Enforcement-fire alarm codes	2	0.2 %
C1=Maintenance of streets	23	2.7 %
C2=Maintenance of sidewalks	22	2.6 %
C3=Street sweeping	6	0.7 %
C4=Snow plowing	9	1.1 %
C5=Trash removal services	3	0.4 %
D1=Residential prop maintenance	8	0.9 %
D2=Retail/commercial prop maintenance	5	0.6 %
D3=Enforce-mow/trim private property	1	0.1 %
D5=Enforce-solicitations/promos	2	0.2 %
D6=Enforce-remove trash cans/bins	6	0.7 %
D7=Enforce-clean-up derelict houses	11	1.3 %
D8=Enforce-remove abandoned cars	3	0.4 %
E1=Water pressure in your home	8	0.9 %
E3=How safe your water is to drink	11	1.3 %
E4=Taste of your tap water	13	1.5 %
F1=City parks	9	1.1 %
F2=City beaches	29	3.4 %
F3=Youth recreation programs	7	0.8 %
F4=Adult recreation programs	4	0.5 %
F5=Management of the harbor	7	0.8 %
F6=Access to recreational boating	12	1.4 %
G1=Quality of educational facilities	8	0.9 %
G2=Quality of elementary school	6	0.7 %
G3=Quality of middle school	7	0.8 %
G4=Quality of high school	18	2.1 %
G5=System leadership/mgmt	21	2.5 %
H1=Quality of service provided	10	1.2 %
H2=Quality of city leadership/mgmt	16	1.9 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS.

<u>Q8 5th</u>	<u>Number</u>	<u>Percent</u>
H3=Appearance of the City	26	3.1 %
H4=Image of the City	20	2.4 %
H5=Quality of life in the City	9	1.1 %
H6=Feeling of safety in the City	13	1.5 %
H7=Mgmt of influx of tourists	53	6.2 %
<u>ZZ=None chosen</u>	<u>397</u>	<u>46.7 %</u>
Total	851	100.0 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS. (all five selections)

Q8 Most emphasis	Number	Percent
A1 = Speed limit enforcement	33	3.9 %
A2 = Congestion management	75	8.8 %
A3 = Parking enforcement	23	2.7 %
A4 = Vehicle noise enforcement	69	8.1 %
A5 = Efforts to prevent crime	29	3.4 %
A6 = Responsive-calls for assistance	13	1.5 %
A7 = Noise code enforcement	68	8.0 %
B1 = Rescue services	6	0.7 %
B2 = Responsive-fire emergencies	3	0.4 %
B3 = Fire inspections	7	0.8 %
B4 = Enforcement of sprinkler codes	4	0.5 %
B5 = Enforcement-fire alarm codes	3	0.4 %
C1 = Maintenance of streets	309	36.3 %
C2 = Maintenance of sidewalks	160	18.8 %
C3 = Steet sweeping	22	2.6 %
C4 = Snow plowing	43	5.1 %
C5 = Trash removal services	12	1.4 %
C6 = Curbside recycling services	4	0.5 %
D1 = Residential prop maintenance	39	4.6 %
D2 = Retail/commercial prop maintenance	14	1.6 %
D3 = Enforce-mow/trim private property	8	0.9 %
D4 = Enforce-posting temp signs	4	0.5 %
D5 = Enforce-solicitations/promos	13	1.5 %
D6 = Enforce-remove trash cans/bins	21	2.5 %
D7 = Enforce-clean-up derelict houses	70	8.2 %
D8 = Enforce-remove abandoned cars	13	1.5 %
E1 = Water pressure in your home	28	3.3 %
E2 = Efforts to minimize disruptions	4	0.5 %
E3 = How safe your water is to drink	79	9.3 %
E4 = Taste of your tap water	76	8.9 %
F1 = City parks	48	5.6 %
F2 = City beaches	143	16.8 %
F3 = Youth recreation programs	26	3.1 %
F4 = Adult recreation programs	26	3.1 %
F5 = Management of the harbor	38	4.5 %
F6 = Access to recreational boating	40	4.7 %
G1 = Quality of educational facilities	169	19.9 %
G2 = Quality of elementary school	131	15.4 %

Q8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE "OVERALL" AREAS. (all five selections)

Q8 Most emphasis	Number	Percent
G3 = Quality of middle school	144	16.9 %
G4 = Quality of high school	210	24.7 %
G5 = System leadership/mgmt	151	17.7 %
H1 = Quality of service provided	71	8.3 %
H2 = Quality of city leadership/mgmt	129	15.2 %
H3 = Appearance of the City	119	14.0 %
H4 = Image of the City	74	8.7 %
H5 = Quality of life in the City	65	7.6 %
H6 = Feeling of safety in the City	68	8.0 %
H7 = Mgmt of influx of tourists	264	31.0 %
<u>ZZ = None chosen</u>	<u>112</u>	<u>13.2 %</u>
Total	3280	

Section 4:
Survey Instrument

2006 City of Newport Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call Raphe Sciola, the Mayor's Administrative Assistant, at (401) 845-5437.

1. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Newport with regard to the following by circling the corresponding number below:

How would you rate The City of Newport:		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place to visit	5	4	3	2	1	9
F.	As a place to go shopping	5	4	3	2	1	9

2. From which of the following sources do you prefer to receive information from the City of Newport? (check all that apply)

- | | |
|---------------------------|-----------------------------|
| ____ (1) City newsletter | ____ (5) City website |
| ____ (2) Local newspapers | ____ (6) City Cable channel |
| ____ (3) Local radio | ____ (7) Calling the City |
| ____ (4) Television news | ____ (8) Other: _____ |

3. Promotion of the City. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please indicate your level of satisfaction with the City's promotion and management of the areas listed below.

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	City efforts to promote tourism	5	4	3	2	1	9
B.	City sponsored special events	5	4	3	2	1	9
C.	The level of civic involvement in municipal affairs	5	4	3	2	1	9
D.	How well the City communicates and shares information with residents	5	4	3	2	1	9

4. Which TWO of the items, from the list in Question 3 (above), do you think should receive the most emphasis from City leaders over the next two years? Circle "NONE" if you do not think any of these items need additional emphasis.

1st: _____ 2nd: _____ NONE

5. Support of Financial Initiatives. For each of the proposed projects listed below, please indicate your level of support for the project by circling the corresponding projects number below.

Project		<i>Very Supportive</i>	<i>Supportive</i>	<i>Neutral</i>	<i>Not Supportive</i>	<i>Not Supportive At All</i>	<i>Don't Know</i>
A.	Street/sidewalk bond issue	5	4	3	2	1	9
B.	Seawall restructuring program	5	4	3	2	1	9
C.	School rebuilding program	5	4	3	2	1	9
D.	Sewer/CSO Infrastructure rebuilding	5	4	3	2	1	9
E.	Central parking/garage project	5	4	3	2	1	9
F.	Affordable Housing	5	4	3	2	1	9

6. Which TWO of the items, from the list in Question 5 (above), would you support most? Circle "NONE" if you would not support any of these items.

1st: _____ 2nd: _____ NONE

7. SATISFACTION WITH CITY SERVICES: Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the services listed below.

<i>City Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Police						
A1. Speed limit enforcement	5	4	3	2	1	9
A2. Congestion management	5	4	3	2	1	9
A3. Parking enforcement	5	4	3	2	1	9
A4. Vehicle noise enforcement	5	4	3	2	1	9
A5. Efforts to prevent crime	5	4	3	2	1	9
A6. Responsiveness to calls for assistance	5	4	3	2	1	9
A7. Noise code enforcement	5	4	3	2	1	9
A. Overall quality of police services	5	4	3	2	1	9
B. Fire						
B1. Rescue services	5	4	3	2	1	9
B2. Responsiveness to fire emergencies	5	4	3	2	1	9
B3. Fire inspections	5	4	3	2	1	9
B4. Enforcement of sprinkler codes	5	4	3	2	1	9
B5. Enforcement of firm alarm codes	5	4	3	2	1	9
B. Overall quality of fire services	5	4	3	2	1	9
C. Public Works						
C1. Maintenance of streets	5	4	3	2	1	9
C2. Maintenance of sidewalks	5	4	3	2	1	9
C3. Street sweeping	5	4	3	2	1	9
C4. Snow plowing	5	4	3	2	1	9
C5. Trash removal services	5	4	3	2	1	9
C6. Curbside recycling services	5	4	3	2	1	9
C. Overall quality of public works	5	4	3	2	1	9
D. Planning and Zoning						
D1. Residential property maintenance enforcement	5	4	3	2	1	9
D2. Retail and commercial property maintenance enforcement	5	4	3	2	1	9
D3. Enforcement of the mowing and trimming of grass on private property	5	4	3	2	1	9
D4. Enforcement of codes regarding the posting of temporary signs	5	4	3	2	1	9
D5. Enforcement of codes regarding solicitations/promotions on public streets	5	4	3	2	1	9
D6. Enforcing the removal of trash cans/ bins on days trash is not picked-up	5	4	3	2	1	9
D7. Enforcing the clean-up of derelict houses and other public nuisances	5	4	3	2	1	9
D8. Enforcing the removal of abandoned vehicles	5	4	3	2	1	9
D. Overall quality of planning and zoning	5	4	3	2	1	9
E. Water						
E1. Water pressure in your home	5	4	3	2	1	9
E2. City efforts to minimize disruptions to water service	5	4	3	2	1	9
E3. How safe your tap water is to drink	5	4	3	2	1	9
E4. Taste of you tap water	5	4	3	2	1	9
E. Overall quality of water service	5	4	3	2	1	9

7. SATISFACTION WITH CITY SERVICES (cont.): Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the services listed below.

<i>City Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
F. Parks and Recreation						
F1. City parks	5	4	3	2	1	9
F2. City beaches	5	4	3	2	1	9
F3. Youth recreation programs	5	4	3	2	1	9
F4. Adult recreation programs	5	4	3	2	1	9
F5. Management of the harbor	5	4	3	2	1	9
F6. Access to recreational boating	5	4	3	2	1	9
F. Overall quality of parks & recreation services	5	4	3	2	1	9
G. Public Education						
G1. Quality of educational facilities	5	4	3	2	1	9
G2. Quality of elementary school education	5	4	3	2	1	9
G3. Quality of middle school education	5	4	3	2	1	9
G4. Quality of high school education	5	4	3	2	1	9
G5. System leadership and management	5	4	3	2	1	9
G. Overall quality of public schools	5	4	3	2	1	9
H. Administrative Services						
H1. Overall quality of service provided by City Hall	5	4	3	2	1	9
H2. Quality of city leadership and management services	5	4	3	2	1	9
H3. Overall appearance of the City	5	4	3	2	1	9
H4. Image of the City	5	4	3	2	1	9
H5. Overall quality of life in the City	5	4	3	2	1	9
H6. Feeling of safety in the City	5	4	3	2	1	9
H7. Management of the influx of tourists During the summer	5	4	3	2	1	9
H. Overall quality of the City's administrative services	5	4	3	2	1	9

8. Which FIVE of the specific City services listed in Question 7 above and on the previous page do you think should receive the most emphasis from City leaders over the next two years. DO NOT SELECT ANY OF THE “OVERALL” AREAS. (Write your top five choices below using the letter-number combinations from the list in Question 7 above and on the previous page - e.g., A1, B4, H6).

1st Choice: ____ 2nd Choice: ____ 3rd Choice: ____ 4th Choice: ____ 5th Choice: ____

9. What TWO of the major categories of City services listed below do you think should receive the most emphasis from City leaders over the next two years? (Check up to 2 items)

- | | |
|-----------------------------|---------------------------------|
| ____(A) Police | ____(E) Water |
| ____(B) Fire | ____(F) Parks and Recreation |
| ____(C) Public Works | ____(G) Public education |
| ____(D) Planning and Zoning | ____(H) Administrative Services |

10. Approximately how many years have you lived or owned property in Newport? _____ years

11. What is your age? _____ years

12. What is your gender?
 ____ (1) Female ____ (2) Male

13. Do you live inside the city limits of Newport for at least two weeks per year?

___(1) Yes - answer 13a-b

___(2) No

13a. Do you consider yourself to be a year-round or seasonal resident of Newport?

___(1) Own ___(2) Rent

13b. Do you own or rent your residence in Newport?

___(1) Own ___(2) Rent

14. Do you own a business in Newport?

___(1) Yes

___(2) No

15. Do you own rental property in Newport?

___(1) Yes

___(2) No

16. Are you registered to vote in the City of Newport?

___(1) Yes

___(2) No

17. Which of the following best describes your race/ethnicity? (check all that apply)

___(1) Asian/Pacific Islander

___(4) Black/African American

___(2) White

___(5) Hispanic/Latino/Spanish

___(3) American Indian/Eskimo

___(6) Other: _____

18. Would you say your total annual household income is:

___(1) Under \$30,000

___(2) \$30,000 to \$59,999

___(3) \$60,000 to \$99,999

___(4) \$100,000 or more

[OPTIONAL] If you have other suggestions, please write your comments in the space provided below.

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thanks.

Section 5:
Comments

City of Newport Community Survey Comments

- Reduction of residential tax rates.
- Better parking and traffic control in the summer.
- You should lower the tax in Newport for the house we live in.
- I believe that the party atmosphere in the summer in lower Thames St. bars is hurting the city's image and deterring families from vacationing here. I have seen what happens after the bars let out and it is chaotic.
- I feel the Thames St. area is a danger to pedestrians as they must walk in the street because there are so many people and I think it is inevitable that people will be hit by vehicles.
- The taxes are too high.
- The personal cost of health insurance has got to go down.
- There is too much low income housing, which impacts the school budget.
- The college students are out of control.
- All of the empty stores are very depressing.
- The only useable boat ramp is at Fort Adams. The others are only good at high tide and have no parking. Newport is supposed to be the yachting capital of the world.
- Get all sidewalks ready so a person in a wheelchair doesn't have to go in the street to find a driveway to get back on the sidewalk. Spring St. and Thames are in need of this.
- Enforce the handicap parking spaces better. Too many people take advantage of those spaces.
- I have lived in Newport my entire life. I would love to have clean beaches and water (free from pollution), especially during the summer season.
- I would like to be able to ride on Spring Street without weaving in and out of potholes.
- I wish there were fewer traffic jams during the summer.
- Once we have schools brought up to code, maintenance is a must. You don't wait until total disrepair before something is fixed or painted.
- There are too many policemen/women for this area. They congregate more in hostile groups in the summer season. More than the younger crowd who come to party. Also, most of the police are hard to talk to, have bad attitudes and are not friendly at all. They all could use a course in public relations and respect for people in general.
- We must get on top of our personnel costs. We have too many teachers, firemen, police, etc.
- Co-payments for medical expenses must be controlled.
- There are too many landlords renting to young people who have more than five unrelated people living in small apartments. They don't take care of their garbage. They are loud all hours of the night. There is underage drinking and vandalism. People are letting their dogs defecate and not picking it up. Illegals are taking up jobs for peanuts, putting other people out of work. The sewage pours into our ocean and bay.

- I have been going to Eastons Beach all my life. This year I will be going to another beach due to pollution and health hazards. There should be some type of concession for Newporters if Middletown continues to pollute the beach.
- More notice should be given to homeowners when sidewalks and streets are going to be torn up.
- Do away with pollution in the harbor with government help.
- Fix the sea walls.
- Newport should be a thriving destination twelve months out of the year, not eight.
- We need more affordable housing and a break on taxes and help with the elderly.
- Need to do a better job enforcing parking around SRU.
- The fire department does a great job of responding to the elderly.
- The police department is very supportive of the schools.
- The city needs a plan for building and managing the new schools (if built) and keeping kids in one school consistently for K-5 grades.
- I love having recycling and garbage pickup included in my taxes.
- My concerns are the property taxes. The assessment of property values is nuts.
- The city is safe as far as I am concerned, but there needs to be required cleanup of junk in private residential yards.
- Raising two children soon to be school age, it is unfortunate that sending them to public school in Newport is not an option. Both my wife and I attended public school in Boston and Ohio and would gladly send our children to public school if we felt they would receive top-notch education in Newport in facilities that were well maintained and modern. It is disturbing that is not the case here, especially with the high tax rates we pay as residents. I believe Newport should get to keep more of the money raised through tourism (hotel tax) and not be required to send as much back to the state. Local dollars should remain local. I would also suggest higher tax rates for non-owner occupied (rental) property as well as making sure these properties are well maintained.
- City and roadway sidewalks should be better-maintained and accessible for handicapped residents and tourists.
- Better parking management and options would go a long way towards a better quality of life for year-round residents during the busy summer months.
- It is difficult for the working class to live here. Our children, however well educated, especially in the humanities, must live and work elsewhere. Essentially, I see a well-funded retirement community of people who live elsewhere. Natural beauty is not all there is to quality of life.
- I would like to see a quicker response to requests to public works. I have been asking to have the sidewalks fixed in front of my house for over two years. The concrete is pushed up more than 4" from the roots of the trees. It is very dangerous for anyone walking there. (15 Walnut St.)
- I'd like to see more "mixed use" housing and more affordable.
- I'd like to see Washington Square cleaned up. I don't/won't take my young children there.
- The taxes must be lowered or everyone will move out as all of the families have.

- The education department has to realize paying the most for the worst performance in Rhode Island isn't going to be the answer. Don't build new schools unless they have earned the privilege.
- Providing infrastructure like passable roads and sidewalks is a necessity if you want to have people live here year-round.
- Improve the quality of tourists that come here. The T-shirt crowd doesn't spend enough to support all of the vacant stores.
- Fire and police are overpaid, under-worked, and act as if they are above the law. The council also is to blame for giving them everything they want at the taxpayer's expense.
- Improve the city sewage system.
- For a small town, Newport has too many grammar schools.
- The town should explore consolidation of some services with Middletown and Portsmouth to achieve cost savings, efficiency and more integrated services. Example: it makes no sense that water/sewer services are not integrated.
- More effort needs to be made to have all city employees contribute at least 20% of the cost of health insurance benefits.
- Speed limits on main thoroughfares need to be actively and consistently enforced. It is totally unacceptable that vehicles zip along Memorial Drive doing 20 and 30 miles over the posed limit.
- The town has too many damn bars.
- Protect public access to harbor/shoreline.
- More off-leash areas for dogs.
- You are obviously trying hard. Good luck. This is a tourist town, which is hard on ordinary residents in the summer.
- Stop allowing ¾ ton camper vehicles to park on city streets for months at a time with no consequences in spite of appeals for their removal.
- I have never had an issue with our police department (issue meaning confrontation). However, they act as if they are a totally unchecked/not accountable section of our local society. Collectively, they have a lousy attitude.
- Regarding the answer to 1F above: the majority of shopping is aimed at tourists. Residents have to go to Middletown or off the island for most general shopping.
- Regarding schools: Building new schools cannot be justified given the declining school population and resulting empty classroom seats prospected at middle and high schools. Money should be spent instead to refurbish middle and high schools and at most two of the existing elementary schools.
- City leadership needs to stop making decisions on isolated issues and political bases, and start instituting sound business technologies for planned, inter-related decision-making satisfying the long range needs of the city.
- I have asked, repeatedly, "How far is a vehicle expected to be - so many feet from property and homes?" Last summer, I had to call the police department. My second floor tenant could not open my gate to get out to her car as a van was parked flush to my gate. At one time, trucks were not allowed to park overnight on residential streets. Prospect Hill street has cars parked right next to property, making it

impossible for a person to walk up the street, let alone push a baby carriage. One must walk in the road.

- We need to move the people that live in the building on the corner of Farewell Street and Washington Street out of the city and turn that building into a youth hostel.
- There should be a question under #7 asking our level of satisfaction about enforcing the zoning regulations (when we see many apparent violations).
- In amplification of question A1, it is not just police enforcing speed limits, but all traffic rules, particularly stop signs.
- In amplification of C1 and 5A, maintenance of streets is a significant problem, but a bond issue should not fund it when so many bonds are already costing the city so much interest.
- Just because you can raise taxes 5.5% without state permission does not mean that this should be the target tax raise.
- I would like to see two new elementary schools built. One for K-2 and the other 3-5.
- Un-addressed in this questionnaire is the city's support for the arts. What are they doing?
- The city's image as a party town is not a good long-term strategy.
- The retail community in Newport is gasping for air.
- Don't let private institutions take control of public streets.
- Please enforce the summer noise rules. The police have told me to try to just speak with the neighbor first. If neighbors are not nice or respectful people, they don't listen to me because they know the police will do nothing except ask them to be respectful. As soon as the police leave their house, it starts right up again and the cycle goes on and on all summer. Fine them ASAP on the first offense. Also, keep records of calls. I was told by police this does not happen.
- Last year the rent at my business doubled. This year, my home was revalued at much more than twice its previous valuation. After 25 years, I can no longer afford to live here.
- Sidewalks are in rough shape (Farewell/Thames).
- The city needs a bike path to attract families (like Bristol).
- I love living here. It is a great city.
- I believe the maintenance of streets should be the highest public works priority. They are horrible. Tourism needs to be promoted much more.
- There was no option under #8 for prioritizing sewer/water treatment and the overflow problems that occur during rainstorms and that leads to pollution in the harbor/beach. Also, under #8, I put street sweeping. I wish the city would do a better job and enforce laws for littering and failure by residents to keep the area around their property clean.
- No mention of the city's financial situation and costs faced in the coming years, particularly health costs and pensions.
- The city does a very good job. Police are terrific. Parks and recreation are very pleasant to deal with.
- My major concern is urban planning. Managing the growth on the waterfront and preservation of our very loveable, walk-able small city. It is a rare gem, unlike any other, preservation and managed growth should be of paramount importance. Keep

our waterfront open and accessible to all; go after owners who violate the rights of Rhode Island citizens to access their waterfront. Also, continue to encourage tourism. It is what helps preserve the small businesses that occupy our old historic buildings.

- The biggest problem this town faces is its increasing tax burden on homeowners.
- I have resided in Newport almost all 62 years of my life and I think most of the sidewalks and roads have never been re-paved. They are a disgrace. I would love to see a plan to resurface the streets and re-pave most of the sidewalks.
- More boat moorings should be made available to Newport residents.
- Some speed limits are absurdly low, for example by Eastons Beach. Speed limits should be realistic instead of the current speed traps.
- As a person who owns commercial property in Newport, I received your survey. I don't live in Newport, I live in the next town over, but my whole life is centered in Newport.

With all due respect to the powers that be that promote tourism (and I personally know some of these good folks), I think there is way too much emphasis on tourism here, to the detriment of the resident community of the entire island. It affects us in a myriad of ways.

We need to establish a broader economic base. I run a small business and this is a great place for small business. Why don't we emphasize that?

The quality of life is still good here, but it's eroding. This is still an attractive place to live, but not if you are of modest means and are raising a young family. We need to make Newport and the island more attractive and affordable to a more heterogeneous population. We can't live on rich retirees, day trippers and new money. It's changing the heritage of the place. Our farmers can't afford to farm. Out go the cultivated fields - in come the mansions. Our elderly can't afford the taxes. They leave, the nouveau riche buy the tear-downs and in come the vacation home. Might help the tax base, but these people don't live here and they are not vested in the community. All they know is what they want but we need people who will contribute to life here. The young people of the Fifth Ward and other neighborhoods can't find jobs here, can't afford to live here as teachers, policemen, etc.

This is the biggest issue we face, and no one seems to have the long term view, nor the desire and ability to lead us to the right place. We need to address urban sprawl, protect the dairy farms, the nurseries, the country way of life. This is a problem that took decades to create and it will take decades for us to recalibrate. Drive over to Little Compton and see what this island was like, as recently as 30 years ago. Maybe not the City of Newport, but the whole island. In fact, we're dead if we keep thinking like three separate communities. The community is those who live on this island, all the way up to Common Fence Point.

- We need a litter awareness campaign and enforcement of current litter laws.
- Speed limits on small, narrow streets (e.g. Thames, Point section) should be lowered to maybe 15-20, and enforced. Streets like Memorial or Coddington Highway could be increased to 35-40. As it is, limits make no sense, and no one pays any attention to them.
- The condition of the streets is dangerous and totally unacceptable. It is bone jarring to drive anywhere. The city should be embarrassed by this, we are when anyone visits us. The seawall is a treasure and needs immediate attention.

- We see and feel the inequality and inconsistencies in treatment of the residents by the city. There seems to be a tendency to stifle growth for petty reasons. Long time residents and the “good old boy” network seem to win at others’ expense.
- We do love Newport a lot.
- The zoning in this city is out of control. Anything goes. What is city zoning doing to protect property rights from out-of-towners and new residents who seem to do as they please without care or respect, or interference from the city?
- Bring all city pensions/benefits inline with the private sector.
- Regionalize fire, police and schools (for cost savings) or parts thereof.
- Would love a newsletter of city plans, events and news delivered by mail.
- Our number one priority should be to have better education for our future generations.
- The beach is beautiful, but the seaweed is so bad you can hardly go in the water.
- Our roads are terrible, full of potholes.
- The workers at city hall, water department, etc. need to have a happier and more helpful attitude.
- Traffic on side streets needs to be controlled at safer speeds.
- The Toomey owned houses are a disgrace. The city should require them to be fixed up or taken over.
- All during the summer months, people wandering back to their cars after the bars close are very loud and boisterous. They wake us up at 2:00 AM to 4:00 AM regularly in the lower Thames/Spring Street area.
- Repeat this type of survey on a regular basis so that various years could be compared.
- Too many vehicles in the city in summer. Maybe parking & shuttle like when there is a big event is a solution. Horse and buggy rides cause more congestion to traffic. Residents should be able to get around in the summer.
- Bike paths would be an attraction.
- Too many loose cats.
- The wiring for cable, electricity, etc. should be placed in the ground and poles removed.
- When I moved to Newport in 1974, the middle class segment was very high. Now, with house prices and rentals through the roof Newport is mostly for the well-to-do from out of state. We have lost so much of the old Newport, like visibility of the harbor. Thames Street looks like Coney Island and is getting worse every year.
- I raised my daughter here and it was wonderful. Now I see so many families struggling to make ends meet.
- I feel the statutes regarding commercial/residential property tax rates are arbitrary, discriminatory, and unfair. I see no reason why I should be assessed approximately 50% more in property taxes (commercial rate) just because there are five units in the building. I live in one unit, a second unit has been unoccupied since my aunt passed away in 1994, and a third is rented at half price to a blood relative on welfare. The two other one bedroom apartments are rented at \$600 per month, all utilities included. I try to do my part to provide affordable housing for a few Newport natives, but it looks like it will only be a matter of time before I have to sell and move out.

- Condominiums deserve to receive trash removal from the city. The fact that condo owners pay property tax just like homeowners, yet we don't get trash removal service is unfair.
- I think that the city should try to improve the quality of life and education. If it continues to trumpet the advantages of tourism it should try to get more tax money out of this industry. Tourism does nothing for the quality of life here; it creates no decent jobs and is a drain on municipal services. Just look at how many of our young leave here because of the lack of well paying jobs and affordable housing.
- My choices in this survey are gauged on my opinion that Newport is not a well maintained city, considering the amount of tourism revenue and tax revenue. Businesses are penalized instead of being rewarded for good, tourist attracting efforts.
- Our city water is poor because of illegal pumping hookups that we have not curbed.
- Our city needs thinkers who remember that we all love to live here for the same reason the tourists flock here.
- We live in a beautiful place, however the management in every area appears to lack. It's very easy to spend someone else's money. Considering the taxes we pay, we are not getting our money's worth. The parking sticker (\$2.00) was a beginning, but the residents need a little more to offset what is paid for tourism.
- I am a weekender in Newport and live in NYC.
- More should be done to help the smaller businesses on lower Thames. It is slowly dwindling.
- There is a derelict house and garage next door to my home for five years now and the city has done nothing to alleviate the problem.
- First Beach needs to be cleaned and get rid of smelly seaweed and fix the water pump station. Tourists hate going to our beach and rather go to Middletown beaches.
- The way this survey is written, I do not see how to express dissatisfaction because of too much city activity. For example, I think the city wastes too much money and effort on tourism. In question 3a, if I circle "1" then you may assume I want more effort, when I really want less.
- We don't need more parking rules and signs, more tourism, or more zoning people worrying about who mows their lawn. We need less.
- We do need to get the nepotism out of the school system and educate the children of our taxpayers.
- Homeowners pay an unfair amount of the city taxes. The burden should be on the bars to pay more because they put more of a strain on the city services (police and fire).
- The city should concentrate on city green places with flowers and tree plantings, and also trash pickup from parks and trash cleanup of sidewalks.
- Native Newporter who can't afford to live here much longer.
- The schools suck.
- I would like to see unions eliminated. They benefit no one except union employees.
- Taxes are way too high in Newport.
- The police make way too much money and so do the teachers. None of them are required to live here and share our burden. Taxes are one of the reasons rents are so high.

- Street and sidewalk lighting needs to be improved.
- I think that the schools should be a focus because the quality of the teachers is not an issue, but the disconnect between what is needed in the education system and what those who make decisions think is needed. The demographics here are not being addressed. Academics are not the issue. Social services are.
- Beach facilities are great, but red tide ruins Eastons Beach.
- Parking facilities near the visitor center could reduce traffic from tourists. Encourage and expand this.
- Broadway/North End area seems unsafe and run down. This could use a major face-lift. Try to expand the “downtown” feel of Broadway.
- Why do we have so many police not policing stop signs? They need to enforce the noise ordinance in the summer, especially cars.
- Why do we have to have such high taxes? Taxes are driving me out of the city. More accountability is needed for tax expenditures.
- No doubt, the number one problem is our sewer system.
- Motorcycle noise is a problem.
- Institute alternate side parking for nightly street sweeping.
- Tourism is important to the city and the state, but should be limited in a manner that does not spoil what Newport has to offer, by overcrowding, traffic congestion, excessive noise, party houses, the need for extra police, added pressure on sewage treatment, etc. Limits should be established and maintained.
- Zoning is a disaster. Anyone who wants to stick a house in between two others can. Our sewage issue is only made worse by these decisions. Traffic and speeding is outrageous, especially in residential areas. Malbone Road is a disaster waiting to happen with speeders going unchecked.
- Public Parking: As you exit the bridge, visitors would turn left into public parking. Currently, this large land parcel is vacant; it is located across from Long Wharf Seafood.
- Install numerous public restrooms throughout the city.
- Provide ample, reasonable public parking.
- Forbid/crack down on noisy un-muffled motorcycles.
- Clear strategy for improving the experience of visitors to the city, look at Charleston.
- Enhancement of entryways.
- Get rid of billboards.
- Regulate franchise design more effectively.
- More urban designers on city staff so the city can be pro-active.
- If we want to have Newport as a place to both live and work in, we need affordable housing for the middle class families that will have jobs here.
- Number one leads to a very critical need that the school system has to have help soon, buildings except Thompson are not in good shape. The academic programs are not producing adequate results; teachers are not entirely to blame. However, they should be more accountable for their teaching results and for the financial burden they put on the city.
- There is a critical lack of communication and cooperation between the school department, school committee, city management and city council.

- Road maintenance and control/treatment of visitors still needs work to make it a more friendly place to visit and live in.
- Is there a way to get rents down to affordable levels?
- Make it possible for every resident to recycle.
- Why did you not ask about zoning laws that permit timeshares and other polluting, police and other services expense? And the excess of liquor licenses, patrons vomiting and urinating anywhere.
- Why did you not ask about the problems of party houses, the permitting of so many unrelated parties to a house?
- Why did you not ask about the expensive burden of tax on homeowners, a regressive tax particularly hard on older homeowners? Analysis is needed as to why, and remedies to excessive amount.
- Why do we not have an adult education program in Newport for more than the basics?
- Where was a question about our approval of the level of tourism? 3A is a very misleading question. Those of us who think tourism has been carried too far might circle 1, but that would mean the city should do more.
- Given the percentage of affordable housing (second highest in the state), Newport can not support more. It has had an impact on the quality of education. This has had a significant impact on the value of property. Parking meters operate May-November. The city is losing significant revenue from November-April. City council requires new directors.
- Get the schools together and then do something to help neighborhoods like the Swamp, Broadway, etc. remain good places for families. Help people fix up nice smaller older homes in Newport to stop the stampede out of town to Portsmouth and Middletown. Crack down on absentee landlords renting to groups of low-wage renters who give a transient feeling to neighborhoods. Anybody notice there were practically no Christmas decorations on homes lining Broadway this year? Where are the stable owner-occupied areas?
- Spring Street badly needs to be paved.
- Pay more attention to year-round residents than tourists.
- More off-street parking with shuttles for tourists.
- I do not believe the city should be financially responsible to the schools since the schools do not maintain properties they own. Teachers and city workers have a “head lock” on funds from salaries and pensions and health benefits. I was born here and lived in Texas for the past 40 years, a non-union state, that works much better. I also worked in public education there for 30 years and have substituted in this school system.
- City neighborhoods are not being cared for. No sidewalks, poor maintenance of side residential streets. No bike paths for children. Lack of enforcement for properties of out-of-towners. The entire city is owned by out-of-towners. The middle income families are being lost in the concerns for the tourists, low income populations and the “very rich” Newporters.

- Maintenance is the major problem for streets, sidewalks, schools, and sewers. Elementary schools should be maintained, reduced in number and no new schools constructed.
- Noise ordinances should be strictly enforced, especially motorcycles with illegal mufflers.
- Unless the city can enforce maintenance of existing infrastructure, we are throwing money away in the yearly maintenance we are supposedly paying for and any new buildings will undoubtedly be in the same sorry state if we don't enforce maintenance and finance good janitorial services.
- The city of Newport and state of Rhode Island tax burden sucks. It is forcing me to move to South Carolina.
- Handicapped access to streets and sidewalks is very poor. Cut hedges and bushes extending into sidewalks for wheelchairs to access better.
- I would much rather have the Navy back in full. You could call the shore patrol and restore order. The tourists could care less what they wreck and the residents pay the price. We are taxed to death. Why can't the city manage? All the rest of us have to. If you can't pay for it, you can't have it. The taxpayers do not have money trees in their yards.
- Treescapes-must protect/replace/enhance Newport's unique treescape in parks, and along/near streets with adequate money and staff to enable the tree warden to do his work. Protect park areas.
- Planning staff/board need to be more creative in devising ways to mesh affordable housing with upscale properties and business areas. Multiple use zone, cluster, overlay zone to help natural character.
- Roads and other improvements that are ongoing, pay now with adequate taxes; don't make the next generation pay via bonds.
- Consider pooling of certain school services and programs with nearby towns and economies of size seem possible. Maybe even an island-wide school district.
- Don't make residents subsidize services for tourism and businesses so much. Go more toward user fees. Don't give special concessions to developers, casinos, etc. (especially in Newport North) who vaguely say they will "help the economy". Make planner examine carefully who specifically in Newport will benefit in what ways and what the negative externalities will be.
- Make it easier for residents in condos to recycle; how are they supposed to be doing it on their own (few do in fact recycle). Look into ideas from Europe and elsewhere for newer looking trash and recycling bins every half block or so, rather than small containers scattered up and down the sidewalks.
- Provide regular opportunities for residents to recycle computers and other electronics without having to go to Johnston.
- Fix the streets.
- Hire more fire/police.
- Eliminate one elementary school.
- Consolidate the elementary schools.
- The north end revitalization plan must move forward, but not tourist dependent. Must get businesses into the area where people can earn a "living" wage.

- Lack of professionalism and common sense on the part of the historic district commission.
- Clean and repair the streets/sidewalks.
- We need to resolve the issue of life-long medical coverage for city employees. They need to pay a portion of their medical benefits as everyone else in life has to. If we keep going the way we have been, the city will be bankrupt. Enough is enough.
- Sidewalks are not cleared of snow/ice and the city doesn't seem to care.
- Trash and recyclables are left on the street for days on end, sometimes weeks.
- Street sweeping team is very spotty in non-high visibility areas.
- Pothole patching is terrible. Use a tamper/compactor.
- Force owners of lots to keep them litter free.
- Untrimmed shrubbery often blocks or impedes sidewalks. The city brings pressure if someone complains, but let's be proactive.
- Lower taxes are needed more than more services.
- The city promotes tourism twelve months of the year. This practice allows no relief at all to the citizens of Newport, from the onslaught of tourists each year. We should have some small respite, a time to enjoy our own city.
- Snow plow damages many city street corners. Public works should do something about it.
- Enforce "green cards" for employees.
- It is very difficult for young adults to find employment.
- School quality and demographics make Newport a challenging place to raise children. Families are priced out of the city and/or forced to use private/parochial schools. I would support a school bond program if it were for neighborhood schools and not giant kid warehouses.
- Planning must be prioritized for the needs of the residents and not the visitors.
- I am dissatisfied with property tax, frequent increases, frequent re-assessments and rate.
- City services/education should get more positive publicity, at least as much as the "social scene".
- What about all of the state funded housing on this island? This is a major issue. What about the money management issue in Newport? Exactly what good do our tax dollars do anymore? Newport needs to get rid of at least half of the low-income housing complexes on this island. It lies at the root of almost every problem associated with living in Newport. Another major problem is the local government, don't even get me started on the issues there.
- Newport is no longer a city that supports working people with children. Few move to Newport for work. Also, the business climate for small business owners is bad. The "season" is nine weeks. The rents with the new mortgages of the last three years are very high. Lower Thames Street has more turnover this year than in the previous eleven years.
- It would be nice if trash collectors wouldn't throw trash bins around after emptying them. More affordable housing for first time buyers. Lower property tax. More dog friendly beaches.

- The re-evaluation of property is not rational, most of the surveys had many mistakes and were poorly done. The real estate market can drop at any time, leaving most homeowners with an inflated value. Many Newport residents are retired with a fixed income. The overall picture doesn't allow them to cope with an excessive tax rate.
- Must do something about the city pension-health benefits of municipal employees.
- The worst part of the city is its council. They are generally biased, and blatantly cater to friends and supporters. Petitions are often ignored in favor of pre-conceived ideas. Very provincial overall.
- The city's historic commission is out of control and is dictating the chairman's personal taste rather than passing judgement based upon the law. Residents are treated very badly at hearings and arbitrary rulings are forced upon residents. Council members should take the opportunity to review meeting transcripts or tapes to see how bad some of the rantings have become.
- I'm baffled over the utilization of consultant firms, the thorough reports/suggestions compiled and the lack of implementation of those suggestions by the city. Most recent glaring example of this is the report on Newport Public Schools.
- Roads!
- The school committee should be appointed by city council or should be made more fiscally responsible. The council pays too much attention to special interest groups.
- I think the streets and sidewalks need a lot of attention. I think since people aren't coming to Newport we have gotten lax on our appearance. We don't even empty trash cans downtown on busy weekends. I have watched tourists put garbage on the ground near the trash bins because they were so full.
- The city needs to take care of its year-round residents before the tourists. Noise control, loud cars, barking dogs, cars being broken into happen all the time and little to no help is provided. Myself and a lot of life-long Newporters are fed up with the summers. Here we go again...
- I feel that the city is overzealous in its catering to tourism. I'm extremely unhappy with the percentage of revenue that is allotted to support the school system. This fact and the high cost of housing are driving the middle class away from their roots. As a result, the quality of public education has diminished. This will soon be a community of wealthy and low-income residents. Also, the parking dilemma must be addressed with the possibility of deterring cars from the downtown area.
- In order to approve new school buildings there has to be a commitment to close schools at present not needed due to dwindling school population, as well as identification of reduction of staff, including teachers due to reduced school population.
- My husband and I would like to see a lower city tax rate for older Newporters with no children or grandchildren in Newport school systems. It seems logical and fair since most of our tax dollars go to schools. We are both life-long Native Newporters and love our city. Thank you for this survey.
- I am not convinced how helpful such a limited survey will be to the city council, and the residents of Newport. I will be looking forward to seeing the survey results.
- I believe the city is heading into several years of serious financial stress. With excessive and expensive contracts unsettled and several capital projects that need funding with bond issues, we're afraid that the lack of fiscal leadership on the school

committee and the city council will prevent meaningful reform and solutions. Fiscal leadership is both the thoughtful development of alternative solutions that may require several years of coordinated planning and implementation and the willingness to educate the taxpayers on the critical items that are driving an excessive city cost structure.

- Streets are a mess. I will sue the city and state if any of my family is injured or killed at the One Mile Corner due to very poor signs, etc.
- Spending and cost of living is much too high. City pension requirements and union settlements will make retirees leave the city.
- About ten years ago, my daughter married and left the city of Newport. Reasons being the lack of employment available, the school systems and the availability of affordable housing to purchase. Our children are leaving the city, our ability to supply industry for employment of a professional level has failed throughout Rhode Island.
- Fix Spring Street.
- Although street maintenance is a priority for me, I question borrowing money (bonds) in order to accomplish it. Continual repairs will only leave quickly deteriorating potholes, unless a more quality process is employed.
- Something needs to be done to take undue burden off the property owner. The recent valuation of property may well force long term residents to sell and would change the entire character of our wonderful city.
- I feel those of us living in Newport's historical "antique" houses and spending thousands on upkeep and restoration, end up getting hit with higher taxes because of our pride in ownership. These "antique" houses help bring tourism to the city. Wouldn't it be nice if the city recognized this and rewarded restorations with a tax break? New re-evaluations done with the real estate market at its peak are going to hit us hard.
- More services for Newporters rather than tourists, seasonal residents are not vested in Newport, nor are out-of-staters who have rental property.
- I've lived in Newport all my life. My children will never be able to buy a home and start a family here. Eventually, like other friends, we will move. My opinion is that Newport will be Las Vegas in years to come. If you don't make \$100,000 or more and own property, your choice is to go into debt or move.
- Having the highest percentage of public housing in Rhode Island hurts the city in every way.
- I've been calling to get the storm drains cleared in front of my shop for years. I mean many years. It hasn't happened yet. I call Providence. I call Newport. I call Portsmouth. Nothing. Tell me, how long do I have to wait to see another old lady dig in, only to get splashed on a cold winter day with frozen water on the way to the medical center? (46 Memorial Blvd.)
- More emphasis put on Newport being a "hometown" instead of a "tourist-town".
- Better access to waterfront.
- Friendlier, more pliable access to city taxpayers using city parks.
- More handicap parking in the downtown area.
- Better attention paid to school committee spending or overspending.

- Please repave Gibbs Ave.
- Do something about Red Tide at the beach.
- Do something about the noise at the end of Easton's Beach from the restaurant. It is too loud for homeowners near the beach.
- Change the parking situation, remove the meters. Let people park more hours per space. Be a tourist friendly city.
- The taxes are too high. Re-evaluation is too high. Too many administrators in government and especially schools. Top heavy. I am considering moving due to the tax rate. I have lived here my entire life. Parents, grandparents, and great-grandparents have lived here also. I guess this place is only for the rich.
- I am in favor of providing more public parking.
- I think the school department has too many buildings and supervision. We seem to be spending too much for salaries for the recognition we get for training we are giving to the pupils. This could be because we include everyone in the stats and we have too many disinterested parents and pupils.
- For your information I will live here forever if I have the choice.
- I was not aware that the city of Newport had a newsletter or cable channel. Communication is good.
- I honestly wish something could be done about the drunkenness and behavior at night in downtown Newport.
- Limit or eliminate the number of metered parking spaces.
- Make the city some place to be proud of. Do something even if it is wrong. Learn from mistakes.
- Increase the water pressure. It is too low.
- C1-The streets really need help, especially Broadway.
- D1-There must be an ordinance (or should be) relating to the visual obstruction due to untrimmed hedges/vegetation at city street intersections. For example, Marin at Mount Vernon, Brinley at Catherine, Cottage at Beach Rd.
- In the past few years the permitting of (in our view) excessive numbers of volleyball nets on weekends have discouraged our attendance. Believe a limit of 8-10 nets vs. 25 would be more livable.
- Motorcycles need noise enforcement.
- The image of Newport as a "party" town needs to be changed.
- Make school teachers pay a percentage of health insurance. No more free rides.
- Wave Ave. pumping station needs to be fixed. The sewer overflows will continue to destroy Easton's Beach.
- Make all city employees pay a percentage of health insurance (police, fire, administration).
- The city administration needs to work on the contract with city workers, especially allowing buy back of health insurance, or allowing two city workers to be covered by two family health or dental plans. Also, co-pay for health benefits must be addressed.
- Newport has allowed an excellent overall school system from K-12 to become average to below average overall with spots of good to excellent. Leaders have repeatedly ignored resident's votes and pleas for a neighborhood based elementary system, constantly seeking the consolidation, which will lead to mediocre education

of the children. The city and school leader's priorities have been purely fiscal and not educational. This led to a lessening of the quality of education offered and reflected in all output measures and overall regulation. We have excellent teachers, but there has been a fifteen year erosion of the quality of administration leadership. The idea that police are needed in the high school is nothing short of educational leadership obstruction.

- The school system in Newport sucks. The streets are pathetic, also. Make it more tourist friendly and provide restrooms. I live on Bliss Road and Broadway.
- The town needs to monitor Newport housing authority. They seem to function as they wish not responsible to anyone. Recently, a plan was in progress that involved major change to a pleasant neighborhood. This plan was to have gone into action without consulting the neighbors. It was discovered and stopped with no help from City Hall. Affordable housing is fine if it is not infringing on giant upscale neighborhoods and businesses. Public housing is needed but not in certain areas. Before any new building is allowed, public notice needs to be published.
- For a tourist city, our streets and sidewalks are a disgrace.
- Need affordable housing for middle income people.
- Schools need so much help. Military people know to move to Middletown or Portsmouth.
- Why are there stop signs on so many unnecessary streets, speed control? That's not what stop signs are for.
- Planning on the waterfront is non-existent can't even see the water anymore.
- Big money people buying all the property will make the schools unnecessary. Soon everyone with children will be gone.
- I love Newport. I hate what is happening to it.
- If there is a way to reduce pollution at First Beach, in particular to help reduce sometimes somewhat noxious odor emanating from Algae Bloom surf in summer, it might be welcome.
- With all the money paid to city administrators, why do we hire outsiders to negotiate union contracts, henceforth giving away medical benefit concessions, retirement concessions, escalator clause to police and fire retirees. Once concessions are given away, the taxpayers must pay what is due without discussion or negotiation. We can no longer afford to reside in Newport. Look at the 2006 tax revaluation and rate.
- As a cyclist and long distance runner, I can't understand why the Ocean Drive pavement has been allowed to deteriorate to its current condition. Ocean Drive is a huge quality of life benefit for residents of Newport and a large part of the tourist draw (which equals tax dollars). I think it would be a very wise investment for the city to repave Ocean Drive immediately. Increasing the shoulder for cyclists and runners would not only make Ocean Drive safer; it would make living in and visiting Newport that much more enjoyable.
- Our taxes are high and I don't believe we get enough value. Since we have more seasonal homeowners that don't care about education as much as permanent residents, the alternative doesn't seem to be there. Also, I have to assume we have a huge police force by comparison that is really only necessary for three months. Perhaps more part-time help can be elicited.

- The most critical issue facing us in quality of education, especially for disadvantaged students. A constant source of increased return on tax revenues is increased management efficiency and effectiveness, especially in education, the largest single cost center.
- Newer and fewer schools (2-3 elementary schools). I approve seeking a bond for this project.
- Fire whomever oversees the road projects. The patches/temporary coal patch, whatever they are unacceptable, i.e. Harrison Ave. at Fort Adams and Ocean Ave.
- How about generating some revenue by having local charter boats docked at Long Wharf instead of the freeloaders. You see this in every tourist/ocean oriented city.
- No party houses. Newport has a bad image.
- We need to have a drink tax.
- Stop punishing the residential taxpayers by raising property taxes. The property owners of derelict houses and other public nuisances have lower taxes than owners who improve their property. Rewarding bad behavior is wrong. This is the most important issue in the residential community and was not even addressed in this survey. How much did this survey cost us?
- You haven't addressed perhaps one of the most important assets of this city's overall picture: financial footing. I believe that the root of many of the city's under-performing areas is the combination of salary/benefits package that are afforded to our employees. In summary, they are too high, and reviewed as a fixed cost, thereby leaving little discretionary resources. I believe the city needs to take this issue head on if any meaningful improvement is to be made.
- Public restrooms that could be incorporated with the outer police annex.
- I feel that we have come to the time where we now are so overly pushed, due to our work. We must make a change so we can make life a little easier but safe. Traffic in the city and residential areas must be protected from speed. We must find the middle of the road for the amount of summer people. We are a small place and it does no good to advertise more to come because they only leave us a mess with bills to take care of. More is not always good. We want quality people, not quantity people coming in.
- A-Taxes are way too high. People don't make the money that is being asked for. Too many of our people are not able to afford a place, even a room, never mind houses and apartments are way too high for most of our people.
- B-The schools have been too long in getting updated for learning.
- C-Everything is way higher than everywhere else. We can hardly make it. The cost to live is way out of line.
- D-Retirement, very nice. If you can afford to live here. After all, that's where most people did go that had a lot of money. As it is today, you work till you drop. It takes every cent to live.
- F-We have very few stores and prices that are affordable.
- D6-If trash cans and bins are out too long, yes ask them to bring them in. Some people have hardships. I believe they would bring them in. Notice should be sent to those who make it a practice to leave them out. We should be responsible for our trash cans and bins.

- D7-I thought it was a law to keep your property up.
- You should give fair notice, as you never know if there is a hardship or have the city offer to help with getting a proper place. People do have hard times. We as citizens owe them help, not punishment in their time of need.
- E3-I don't know, because they claim it is safe. I don't drink it; it is very offensive to drink and tastes awful.
- There is a lot of work to be done in the public school. Teaching has lost the touch. Our children should be in a peaceful caring place where they feel safe. Have respect and manners within the courses. The teachers are allowing too much foolishness.
- H4-Broadway is lacking in appearance. It needs to have a new face. It looks so rundown.
- Reduce the number of policemen and firemen not needed in this city. Reduce the increases in salary and retirement amounts. They are utterly ridiculous now. Consolidate the schools and forget new schools, stop spending, there is no need for more or better schools in this town. There are less and less students every year. Also put a stop to more new housing for welfare people. We are overloaded with them.
- While I'm away on vacation for two weeks out of the year, the thing I notice the most is how clean the cities keep their sidewalks and streets. When I get back to Newport, it seems to me the sidewalks and streets look very dirty and unkempt.
- Get some good tasting water to flow into homes.
- Real estate tax burden on taxpayers is crushing, totally exorbitant. Labor unions hold taxpayers hostage, the teachers unions, whose demands over the years are outrageous. The stronghold of taxpayers, on taxpayers, must be broken for relief to be gained. The taxes we must pay to live in Newport are the biggest "gripe" about living here.
- Your tax burdens citizens of Newport, but I don't think you are interested in that aspect of our lives here.
- Make change (coins/tokens) for parking meters more accessible. Turn parking meters off from 6:00 p.m. to 7:00 a.m.
- Do a better job of cleaning the beaches (seaweed, trash).
- Need more trash receptacles and more frequent emptying.
- Not enough higher paying jobs in Newport. Need to attract more high tech business.
- Enforcement of current codes and preventative maintenance of public buildings, especially schools are neglected. Why?
- Under water you left out sewage/storm drain issues, which I think need addressing.
- Do not feel city is user friendly to the business community, particularly restaurants and bars. Many complaints and restrictions in place for businesses, but loudest complainers are the first to solicit donations.
- I would love to have my road (Thurston Ave Ext.) paved and plowed like all of the other roads in Newport.
- More town meetings with council and city manager. Better cable coverage of city meetings. Sound system needs improvements. Voices are garbled on cable.
- The flooding problem in Newport needs to be corrected as its water damage entering our homes and the constant backup of sewer, which concerns us health-wise, especially for our children and our pets. It is very disturbing, as in the rainy season, that you don't dare leave your home in fear that flooding. It does occur, both at the

north and south parts of our beautiful city. I have yet to see the drains being cleaned out, or that we as residents have to take on the roll of making sure our street does not flood, manning the drains with shovels and rakes, our taxes do not cover this?

- Why is part of Cliff Walk closed off?
- Newport is challenged to remain viable for the middle class, housing and schools.
- Newport needs to develop a solution to tourist traffic by means of mass transit infrastructure. Develop the rail line for shuttle service, which would seamlessly connect with an extensive bus shuttle around the city.
- Taxes are out of sight. My wife and I are in our eighties. We were born and brought up in Newport. We worked very hard to build and maintain our residence, plus raising seven great children. All college grads and gainfully employed. If it were not for a reverse mortgage, we would not be able to live here in our retirement. Taxes should be grandfathered or taxed when houses are sold at the inflated prices. Any idiot can run a city by raising taxes. We simply cannot afford higher taxes. The fire station on Touro Street should be closed. Teacher's salaries and health benefits should be an important issue. Sewage is another issue. Hold the line on taxes or reduce them. People at city hall seem to not give a damn about the people who elected them. Wake up city hall and do something good for a change.
- The city streets need to be kept clean. The overall quality of education and the perception of children receiving a poor one must change. Newport is a beautiful old safe place to live, but my sons were educated in private colleges in Mass., and could never dream of coming back here to earn a living although both would have liked to.
- More emphasis should be placed on attracting older, more sophisticated tourists. Also, more trash pickup.
- I am a dog owner and I love the dog park on Connell Hwy. It is an important city resource. I would love for Newport to establish a dog beach area somewhere as an off-leash area available to dogs year-round.
- The sewer and infrastructure of our current sewer system will not withstand a severe hurricane. Serious health issues and exiting off the island for an evacuation has many concerns, especially if there is an emergency. I don't think there is a current plan.
- Crack down on owners of derelict homes. These same owners attend city-zoning hearings, to oppose what every other taxpayer does. Let us put a stop to homes that should be condemned.
- I did not answer questions 8 & 9, as I expect and hope the city council would, at all times, give attention to all areas.
- Geographically a beautiful community. Unfortunately, it is being run/managed by a bunch of amateurs with little experience. Schools and infrastructure are a mess.
- Please research methods to drive serious revenue from our tourists who help erode our infrastructure.
- Need to have a way for everyone to walk along the waterfront on Lower Thames.
- Turn the railroad right of way into a walking/biking path with parking along the way. Visitors could park and ride into town. Also, could turn one track into a rail service to shuttle visitors.
- Be more tolerant of the excess of visitors.
- Cut budget of police by 25%.

- Promote and maybe sponsor marine activities, especially competitive types fishing derbies, and boat drag racing.
- Use convention to put more juice behind existing events.
- Public restrooms needed throughout the city year-round.
- Education and parking.
- Need a “welcome pack” for new residents.
- Need to sweep sand/grit off the roads and sidewalks more frequently.
- Need to upgrade roads/sidewalks/lighting on Thames Street to ensure we continue to attract tourists.
- Need a new principal at the high school like Jennifer Booth who will improve education quality and discipline.
- Police and fire should keep up the good work.
- Planning should enforce clean up of derelict houses.
- I am 87 years old and am handicapped. Newport is not very easy for handicapped people. I cannot use my walker on many streets and sidewalks. Non-handicapped people are always parking in the handicapped spaces and no one seems to care. My home has been vandalized several times as have most of my neighbor’s cars. I do not feel safe in Newport anymore. I will not live long enough to see the city fixed up and the vandals stopped, but wanted to say my mind. I still love Newport and have many wonderful memories of my life here. Thank you.
- I would consider moving to Newport full time, but have three children and would never send them to Newport schools in their current condition.
- Taxes are far too high.
- Labor contracts (school, police, fire) don’t bear any relationship to the real world.
- Continual rise in city taxes, with so many second homeowners, who make no demands on the city services is very disturbing.
- Planning and zoning board and city officials should focus more on improving quality for current homeowners rather than outside developers. Increasing the amount of families per dwelling has made street parking nearly impossible. During winter parking bans, the streets are still full of cars because there is no place for all of them to park.
- This city has allowed too many rental apartments and bed and breakfasts and no parking off street. We need no more conversion of properties which does not create more revenue. It only adds to the usage of services and does not in any way help the taxpayer. We need no more expansion of the hotels or anything else, the Island is going to sink.
- Use the schools we already have. Neighborhood schools should not be sold. The school committee should not be in the real estate business. They have meetings but will not pay attention to what people (parents) say. They just do what they want.
- Recent work on streets and sidewalks is good, but much more is needed. Seawalls are deteriorating. Van Zandt Ave. bridge in tough shape. No parking garage on Mary Street. Enforce snow-shoveling ordinance. Need traffic light at Adm. Kalbfus and Malbone Road.
- I have no children in school and I read in the newspaper about low averages of SAT scores, which concerns me about the quality of education.

- I wonder about “past” city management quality since they always were hiring consultants instead of handling their own work. (Also outside lawyers for contract negotiation/arbitration.)
- I read our financial management is in better hands but in recent years we were always late with year-end reports.
- I read that city employee’s pension liabilities are underfunded.
- Because of desirability of Newport property, evaluations are very high and this taxes old time residents out of their homes.
- Please have those people that have placed ugly bricks or stones on city property to have them removed.
- Regionalize schools-I think 5 superintendents for a start is great.
- Get part-time police for summer.
- Continue with public access to water and harbor friendly with dinghy docks, ramps (like at Fort Adams), etc. It is a big draw to the city. And don’t cave to Nimby’s.
- Another skate park? Kids need positive places to hang out and a reason to go there?
- For this survey, it would have been interesting to know in which part of the city the respondents live, as well as type of employment, and whether they have (had) children in the public schools (and if not, why?).
- The only people that can “live” in Newport are the very rich or the poor (in assisted living). Middle-class families are leaving the city because of high taxes, high housing costs, and a poor educational system.
- Get the police, fire and teachers unions under control. The give-away benefits are way too much.
- The police are concentrating too much on the tourist area of the city and not the neighborhoods.
- Taxes are pushing natives out of Newport. Most of our children have already left. Most seniors can’t afford to stay. My wife has lived a total of 33 years on our street. Only one other family remains from her youth. Her grandparents, parents and aunt, all natives, have had to move off the island.
- Lower Thames and Spring Street gutters, sidewalks, and lawns are loaded with trash (cans, bottles, litter). Last week, I personally picked up over 300 cans and bottles walking from Spruce Street (500 block) to the Colony House. Please do something about the trash on the streets.
- Make stores and restaurants clean and wash sidewalks. Have city clean public green areas and cut the grass, put more trash barrels out and empty them daily. Clean Newport.
- Someone needs to introduce senior citizen’s discount on taxes. We are leaving one by one and it is not fair. When I went to City Hall to ask about it the woman was no help and very sarcastic. You need to do something for your older people.
- Safety of citizens is the most important issue.
- Although I don’t have children attending public school in Newport, I feel education is and should be top priority for any city.
- Sending parking stickers by mail was a great idea.
- The city should consider adjacent neighbors before making changes to parks.

- I've needed to go to City Hall several times. Most of the staff I encountered were not pleasant.
- I resent being put on a separate, longer list to get a mooring because I don't vote in Newport. I pay full tax and use few city services.
- Monitor summer rentals (the people that take advantage of Newport).
- Please focus on schools, speeding and vehicular noise. There is a terrible problem with people honking their horns at the corner of Morton and Spring day and night.
- Taste and quality of water is a problem. Thank you.
- Financial management, reduce city debt, police pensions, teachers union contracts are more important than any of the question 8 answers. This city is going broke.
- There should have been questions concerning zoning/rezoning practices in Newport neighborhoods for new housing developments. Questions pertaining to historic districts; zoning practices on the waterfront for condominiums and no open space to water for residents and tourists. Questions pertaining to zoning and height restrictions on new home construction in Newport neighborhoods.
- Education survey questions should have included what to do with schools.
- How to save taxpayer money and cut administrative costs.
- Survey was not specific to taxpayer needs, concerns or major current issues that will impact taxes and cost of living.
- The streets in Newport are in abysmal conditions, and the sidewalks are dirty, encrusted with growth, spillage, etc. Very little money is expended, if any, on either of these areas annually. It always seems that there has to be a bond issue, although the taxes certainly should cover more than they apparently do.
- The work ethic of city employees can stand improvement, training and evaluation and reviews.
- City services can stand improvement.
- I think Long Wharf Mill should be opened up to traffic. The walking mall doesn't work the way it is.
- Priorities: affordable housing, education and good jobs.
- Police department would rate 5 if not for internal problems.
- Stop the waste in schools (finances).
- Try harder to keep taxes lower.
- Get the teenage punks off Thames Street. Too often drunkenness is blamed for the fact that large groups of young adults molest people all up and down our city's main commercial street without fear of repercussion. Sit by the park for 10 minutes some Friday night this summer at sunset and prepare to be involved and physically threatened.
- Better maintenance of storm drains, safety precautions for children on Keeher Avenue.
- I live in the north end near the public housing. I am in the process of selling my house because I am totally disgusted with the noise and lack of consideration of the housing dwellers in the areas of parking, abandoned vehicles, noise, illegal mini-cycles all over the roads making noise and being a nuisance. Calling the police is useless. They prefer not to enforce the regulations. I feel as a taxpayer I have no right to quiet enjoyment of my property. It is too bad that my family has been on this

island for 150 years and now I feel I must leave the city and island for a peaceful existence.

- We have too many tourists now. We don't need any more. Many are rude and on a cell phone while driving and at intersections. Also, many are speeding.
- People often equate spending money with productivity and success. Often times, better management of funds is the key to success. Add to this the most important aspect of success-accountability. A city should run like a business with a strong evaluation process in regard to employee performance.
- My biggest complaint is regarding trash removal in the city. The collectors leave a mess behind and also throw our bins back onto the sidewalk. They never bother to go the extra distance to pick up garbage that falls or blows around the pickup area. We have complained several times. Let's keep the city clean. Thank you.
- Streets need repair.
- City does not enforce parking limit times.
- Off-season employers are rare and few in Newport.
- The tax rate is too high for average middle class homes. Not enough jobs to justify the high tax rate.
- Worried about the unfunded liability of pensions and health care.
- The level of taxation weighs heavily on property owners.
- Concerned about Salve Regina taking property off the tax rolls.
- Need fair taxation for all areas of the city.
- Cannot continue to rely on property owners for tax. Salve Regina expansion takes property off tax rolls.
- Contracts for school employees need to be realigned with financial problems of pensions and health care.
- Very happy to be living here. I love the restaurants, entertainment, and shopping Newport offers. The neighborhoods up from Broadway (towards and past Kay) are treasures with their Victorian architecture, access to amenities, and generally quiet lifestyle. We must do everything possible to preserve these areas.
- Wheelchair access, overall cleanliness and parking.
- I think the Historic District Commission is out of control. What should be a very valuable asset to our city seems to have turned into an overly controlling entity where the board thinks it is the only group that knows what is best for individual families, neighborhoods, and the city.
- The schools really need some attention in this city, especially administration and leadership or lack thereof. Thank you for giving me this opportunity.
- There are several more areas that I think would have been useful for the instrument to measure. These areas include the following:
 - ✓ Measure the respondents' perception of how Newport has changed over the last five years - is living in Newport getting better or is it getting worse.
 - ✓ Address citizen satisfaction with streets, roads and signs and give respondents with the opportunity to provide additional comments in this area.
 - ✓ Identify the most significant public safety issues such as neighborhood safety, crime problems; theft, vandalism, etc.

- ✓ Related to crime, the instrument should have tried to identify most significant public nuisance: noise violations, public drunkenness, unattended pets, littering, and loitering.
 - ✓ The instrument ignored the respondents' perceptions about city promotions for economic diversity and development other than tourism.
 - ✓ The instrument ignored respondents' perceptions about local economic opportunities.
 - ✓ The instrument seemed to lack some basic respondent demographic information that would seem pertinent and useful for a thorough analysis: for example; the highest level of education, primary language spoken in the household, does the respondent live in the city and work somewhere else.
- I am an advocate of protecting the beautiful old trees on private properties in Newport. Question: could the zoning board be required to regulate removal of old trees by property owners. This is done in California. The old trees add to the city's attractiveness.
 - Noise code enforcement has improved markedly over the past twenty years.
 - Streets have deteriorated. Town Street is a case in point.
 - Public education is the number one most important issue. My children are grown, but the low quality of schools effects real estate values, etc. Most important are the children of Newport, who desire an excellent education on which to build their futures.
 - The litter along the streets, on the beaches and in the parks shows such a lack of pride and caring for what should be a jewel of a city.
 - Reduce the number of policemen and firemen. Control salaries of policemen and firemen. Police should walk the beat and not sit in cars all day. It is a waste having policemen sitting in cars at roadwork. There's got to be a less expensive alternative to having a cruiser idling all day with a policeman sitting in it observing roadwork.
 - Poor quality of school system is major negative in attracting quality residents.
 - City should focus on higher value tourists, rather than people who buy a beer and a T-shirt.
 - Sewer is bad, especially Mary Street. Tap water tastes the worst. Mooring Commission is horrible. Overall, Newport is a great place to live.
 - The problems generated by the drinking establishments are the major problem that adversely effects our way of life. Downtown is that area as the night goes on is a zoo.
 - Repair and re-pave streets.
 - Sidewalks are atrocious and dangerous. Too many corners lack curb cuts for wheelchairs. Many intersections with multiple stop signs lack common sense as to which direction should have the stop sign, like Morton Road at Spring. Stop signs every two blocks result in significant reduction in fuel economy and contributes to poor air quality. Are stop signs supposed to be for safety? I thought their use to control speed was an inappropriate one.
 - Clean and rake beaches daily during season.
 - Why can't Newport and Middletown give their citizens reciprocal use of first and second beaches at one seasonal rate? The current system is unfair to everyone. It is OK on first beach, why not on both beaches?

- Not one question about city budget, how it is managed and pay/benefits of city servants and managers. Taxes are out of control for property owners and cost of living in Newport is increasing at a pace that personal income doesn't increase at the same base.
- Police parking enforcement. Police are worse violators, ignore fallen signs. Overtime? Budget for police, fire, and teacher's benefits capped. Especially health benefits-they should pay part like everyone else.
- As a taxpayer who owns a condo in a property of 11 units, I object to having to pay for trash removal. We can't even contribute to recycling.
- Roads are so bumpy (Maple Ave.).
- Newport Beach should have the seaweed removed and cleaned from the beach. It would really enhance the beach.
- All employees of the city need to understand the importance of tourism to the financial health of the city. Tourists are not a problem to be dealt with, they are our financial life blood. Let's take some lessons from Rudy Giuliani in New York City. Let's clean it up and make it more user friendly.
- As a native from three generations in the city, I believe special tax consideration should be given to homeowners who have lived in their homes for a specified number of years. These people are gradually being forced to sell their homes due to their limited income as they age. I am for "Homesteaders Exemption".
- Beaches need to be cleaned regularly during tourist season to attract people. Streets and sidewalks need to be in good repair to make tourists and others believe Newport is inviting.
- Plant blooming flowers around town. Clean up Queen Ann Square at Trinity. It is very worn looking and is a focal point of the harbor area.
- More should be done about the appearance of the city as a tourist destination.
- Get city workers to work as if they care instead of do as little as possible attitude.
- Police should know the laws about when a lease needs to be posted and when it doesn't. Saves court time that is not necessary.
- Landlords shouldn't be fined for tenant's actions. It is unconstitutional.
- Illegal mooring rentals should be checked more.
- Annual housing inspectors are a waste of time, especially when property is newer and well maintained.
- 7D-Why do all questions address enforcing rather than planning, communicating plans and improving plans? After all, it is planning and zoning.
- Newport has the potential to be an ideal place to live year-round as well as a tourist attraction. A high proportion of public housing hurts its tax base and school system. Better communication between city government and taxpayers would help, possibly. Commercial interests are too dominant.
- Residents of Newport year-round have a hard time making ends meet. Residents that have lived in Newport all their life have been moving out of Newport because of the cost of living. Newport was a nice place to have a family, but not anymore, it is all about the tourist.
- Fix Spring Street and Broadway.
- One north end elementary school. One south end elementary school.

- Have the weekend convicts clean the city streets in the morning.
- Roads-\$2 million line item for current repairs and/or replacement required. \$20 million bond issue for November 2006 balloting essential.
- Schools-Though my knowledge is second hand, from newspaper accounts and word of mouth reports, system from K-12th grade needs review and redo. I am aware that public housing projects are heavily inhabited by poor or low-income residents. Because such a percentage of housing stock, approximately 11% or 12% of total is low income, it is the highest in Rhode Island. Newport legislators should heavily pressure its Rhode Island elected legislators to get impact fees above and beyond its population apportioned state share.
- Maintenance at beach. New sanitary buildings. Updating, it is so important for this town. You are very welcome.
- Make and enforce litter fines. Today I picked up one full bag of litter around my property. This is a common complaint from both people who live here and visitors. I live by the One Mile Canyon.
- The recent real estate reassessment is ridiculous. I'm not sure I'll be able to keep my house as the taxes have become prohibitive. There should be some sort of homesteading arrangement retroactive. When I moved into this house in 1997, it was appraised at \$212,000. Then in 2000 at \$544,000, now at \$904,500. This house has been in the family since 1923. And it certainly is not worth \$900,000. It is old, shabby and expensive to maintain, but it's been a family home for years and my children will inherit it, I hope.
- Public works overmans city parks and grass dies each summer. They have no interest in property maintenance.
- The staff in Town Center office are very unpleasant and have been for years. Same people.
- Never see police in town (Queen Ann Square) when needed during the summer months. See police walk by noise violations. Too many police doing too little. Also, it is unpleasant to deal with them.
- Town Clerks Office: Surly rude people. We pay their salaries. Don't they understand they are there to serve us?
- Taxes are too high. Police, fire and teachers unions hold us hostage. Can't afford to retire here. We have enough low income housing well above the state norm. This drags education down and costs more in infrastructure. Thanks.
- Institute a five or ten year plan to deal with the city's infrastructure. Street and sidewalk repair, sewer overflow, school repair or new schools. Develop a long range funding mechanism, which also addresses un-funded pension and healthcare liabilities.
- I am very concerned about the inclusion of diverse populations in the future planning of the city.
- I am very supportive of the revitalization of Broadway.
- I think our city should continue to become an attractive locale for visual/performing arts and competitive sports.
- The various festivals and family events are great.

- I work and live here and have grave concerns about our school system (great teachers) lack of resources, facilities and services for all kids, especially our less fortunate ones.
- The group home system (DCYF) should be reviewed. There is a disproportionate representation of group home students in our community. The houses have limited supervision and are not accountable.
- I do not think that police and fire departments should solicit donations.
- More low income housing. The rich are being catered to and the normal are being left out so they have to move out. Newport isn't for Newporters anymore.
- Management problems in the police department must be resolved immediately.
- The problems at Rogers High School should be addressed before the elementary schools.
- Housing costs, property taxes and cost of water.
- High salaries of city administration.
- Signage for visitors could be improved.
- Reduce taxes on property owned by Newporters who live in their homes.
- Enforce noise and litter violations.
- Horse and carriage transportation should be prohibited, downtown is not healthy for horses.
- Schools are overstaffed and the teachers are ineffective.
- The administrative practices at City Hall totally discourage business in Newport. They're not helpful, friendly, or efficient. To get anything done there you have to run all over to different offices and never get all the right information. They seem to be in the dark ages.
- Need to support employers in Newport who provide jobs for Newport residents.
- Need to make it easier to run a business in tourism industry, not harder with multiple restrictions. We want to attract business.
- In reference to administrative (H1), the attitude of the City Hall staff has been an ongoing problem. I have had the opportunity to visit many city governments and find most of them very friendly, helpful and courteous. Newport City Hall staff fits none of these categories.
- I am 100% against a parking garage anywhere downtown. I suggest parking garages outside of the downtown area and providing downtown shuttle services.
- I would love more honesty in Newport government.
- Our usual statement is "this is not New York, stop trying to pretend it is." Save some money, the mayor's or city manager's salary would bode well to pay for many things, including your incessant surveys that are costly and only want to put on the city's people the lack of decisiveness these people possess. Our children can't afford to live here. If you have money or are poor you can.
- The number one priority should be improving the quality of the school system. Newport will not be a viable place for families to live until this issue is addressed. Newport schools need to be on par with the quality in Middletown and Portsmouth. Secondary, Newport should focus on enhancing all the advantages it has as a destination location.
- Less T-shirt shops would be a good start.

- Both my husband and I were born and raised in Newport, and it will always be considered home to us. The island (city) has gone through many changes, and is now in need of much repair. If the seawalls are not maintained around the ocean drive, especially near the end of Harrison Avenue, a great chasm will form. The sidewalks and curbstones are a disgrace, along with the general maintenance of the city. The roadways are full of patches. Please, let's repair the beauty of our city. My Newport heritage dates from 1836 to this day.
- I pay 25% of my health plan. Why can't police, fire, municipal, and teachers pay the same? Why do we pay for expensive consulting teams? Don't we employ qualified individuals within the city?
- One mile radius for middle and high school bus.
- No smoking zone at high school (drug free zone signs). Middle and elementary schools also if not already applied.
- One police officer in middle school and one in high school (he/she would know the kids that might get in trouble and would help both the school staff and enforce the following of the rules).
- Education is a huge issue for me. I have a newborn and don't know what I will do for high school if there is not a complete turn around in the high school by then.
- Department supervisors need to go out and do their jobs a lot better. There is a lack of supervision in the city of Newport in all departments. This is why things are not being done.
- We need new elementary schools desperately. Also, we need to work on making our school district competitive, challenging, and a school district that people feel good and proud to be a part of.
- King Park Seawall is a disgrace.
- Police race through streets too fast.
- Access to dump should be available to residents at no charge.
- Repaint all crosswalks in city. Discourage jay walking.
- Old yellow painted curbs are very confusing.
- Paint signage on roads.
- Need more refuse containers in the downtown area. More perhaps during busy time. People use them but they are filled to capacity.
- More sidewalk benches.
- More police on streets at night.
- Many of the side streets, especially on the point, are very dark, poorly lit. More lighting, preferably the historic gaslights are needed for both safety and appearance.
- I think all cities need to really educate and involve people in emergency responses. What if someone blew up power sources to bridges, spread germs, etc. We are not prepared.
- Our students are underachievers. Our tax dollars are wasted on administration and union contracts. It's General Motors all over again. Set realistic school committees.
- I have lived in Newport for 89 ½ years, they still have problems.
- I believe we have plenty of affordable housing, more than our share. Main Streets improvement is key. Why were small side streets improved? Thames and Broadway seems like a no brainer, but neglected. Cleanliness and beautification of the city

needs attention and of course, having a public school as a good choice would be nice. I send my children to private. It seems like there are a lot of school committees and rules but no signs of improvement.

- Better sidewalk/street maintenance within historic districts.
- Replace halogen lights in old style street lamps with white lights.
- The city should focus on historic attractions and development to change its tourism from partying to historical/living history attractions.
- Property taxes have to be controlled.
- Co-payment in health insurance by city employees is a necessity.
- Increases in spending on education is not the answer as past student performance shows.
- Controlling seaweed at First Beach. Controlling Middletown pollution at First Beach.
- The city needs to re-do the entire budget from scratch and discard and cut many expenses. It should sell not just one school, but it could liquidate many assets that could generate money and alleviate costs. We should charge Salve \$29-\$35 per student for the services supplied by the city (police, fire, etc.).
- It is becoming increasingly difficult for the average person to live in Newport. I am very concerned about affordable housing and the quality of public schools. These two factors may make it prohibitive for my family to remain Newport residents in the long term.
- This town needs to stop providing so much for the people who don't have jobs. This is a beautiful place to live, but if all of this low-income housing continues, it will hurt Newport. Tourists don't want to visit and see all the welfare cases hanging out at the "Y". It will in the long run hurt the tourism business and that is a shame.
- I love the city of Newport. People are negative though, so watch out with this.
- The traffic flow situation both on and off season needs improvement, especially the traffic lights.
- Open high school to one grade lower to fill classrooms.
- Open middle school to one grade lower and keep filled with lower grades as enrollment shrinks.
- Close two grade schools and repair the ones left.
- Keep sewer water out of bay and ocean.
- Charge civil and school employees for more of health insurance.
- Central garage by jail.
- I firmly believe that a city manager form of government is wrong for Newport, while fine for small like-minded bedroom towns. It is wrong for a vibrant city such as Newport. We will always have a confused indecisive government under this system. We should have a strong mayor form of government, where somebody is held accountable.
- Public buildings are allowed to run down. Then they want to build all new. Proper maintenance is what they need.
- Need better sidewalks in the city. We pay taxes and they have better ones in the projects. Bedlow/Hillside corner needs better drainage. Every time there is a massive downpour the area floods out.

- First Beach stinks, there has to be a way to get rid of red tick. I go to another state for swimming. Our beaches here are dirty.
- Since parking is a major problem for the city, please stop the insanity of letting businesses expand without having or obtaining additional parking space requirements. For example, living in an area that is both residential and commercial please be fair. Too many days during the year, even with sticker parking, a person comes home from a 9-5 type job only to find workers in restaurants have gotten all the parking spaces because they start at 4:00 or so. The resident then usually parks many streets away, listens to the various noise of departing restaurant/bar workers at early morning hours, and then wakes up (tired) to an empty street of cars and then must walk many blocks to get their car to go to work. Also, restaurants should not be allowed to have the trash picked up before 9:00 on weekends. Getting a wake up at 7:30 a.m. or earlier on a weekend from dumpsters being emptied after listening to people leaving the bars between 1-2 a.m. is unsatisfactory.
- Traffic pattern is sometimes confusing. Some streets are one-way and then become two-way. It is silly.
- Very slow getting hill on Bowery Street plowed and sanded. It should be first.
- Many public sidewalks are not cleared by residents or city workers of leaves and snow.
- Public doesn't know how much money or how many lawsuits we have.
- Need faster clean up of derelict cars and houses.
- Planning and zoning officials need to be replaced and new rules needed.
- More sitting places around town.
- I have backyard trash pickup, if they remember. Usually bins are thrown around.
- We pay for trash/yard collection for the city not to advise when this is to happen is absurd. You must let us know. Not everyone reads the Daily Snooze and even those that do miss the dates. How have the collections gone down since you stopped the mailings? By a large amount I am sure.
- Generally, I pay my bills online. Does the city of Newport accept online payments? I would like to pay my bills that way.
- How did zoning/planning allow that new light green house to be set further back on Broadway than the standard? Ugly. Also, prefabricating going up on Thurston?
- Good idea handling resident parking and beach stickers by mail, big improvement.
- New street signs look good and are easy to read.
- Real estate assessments of long time residents should not change until they sell (apparently California has that law).
- It is too bad Newport is no longer affordable for the working blue-collar worker. Let's put up gates at all Newport entrances and make it a gated community for the rich. Most working local retirees have left the city and moved south. Thank you.
- Strict enforcement of the dog leash law in Rovenslay Park, which used to be a quiet park where families and children and the elderly could walk without fear of being knocked over or bitten (both of which have happened), especially in the hours between four and six or seven at night.

- Much more frequent presence of police car patrol in the southern part of the city (Ruggles Ave. and south to Ocean Drive), where many robberies have occurred recently.
- Stricter enforcement of law concerning cars parked on sidewalks, in turn-around area at east end of Bailey's Beach, and of drivers coasting along through stop signs.
- Stricter enforcement of codes.
- Clean up the red-tide at the beach.
- Pick up the trash that accumulates on the street and sidewalks.
- I think the police should try to work more with our children. Officers should be more respectful to the people of Newport.
- I think we need more things for young people to do.
- Fascinating to see a survey that fails to mention one word about property taxes, but looks as if the information could support a mandate on spending. I suggest you try to cut spending. I would look at the easy places to cut first, such as the amount spent on public meetings. Public meetings are important, but Newport pays lawyers to attend both school and city council meetings, as well as paying for cable TV production, a service that the cable provider would donate ordinarily and on a timely basis. I also think your hiring at City Hall could use some scrutiny. I took the civil service exam for a position and was one of the top three, but was told the test is not a guarantee of employment. Why don't you see who is giving the jobs and ferret out the cronyism? I also find it unsettling to see city councilors taking trips to Japan and Cuba, even if the trips are paid for by another agency. Tourism is a poverty economy, the city, if it has to promote any type of enterprise, should certainly look at occupations that pay a living wage. Your taxes are too high in Newport, and you should try to cut them across the board and eliminate them for people who are elderly and poor and middle income as other communities have done.
- The planning/zoning (including historic district commission) are a disaster! The procedures at the meetings of these commissions are an abomination. The hoops that people have to go through to get approvals is disgusting when you consider that the city does nothing to get rid of rundown dilapidated eyesores like on Spring Street. I don't see any value added to that part of city government.
- Fix our roads without raising our taxes. Find other ways besides property taxes to pay for our schools.
- Ensure large parcels of land preserved for open space. Continue to support the conservation principle, specifically to preserve the historic value and charm of Newport. Improve buildings that don't architecturally match the predominant style. Continue to push for recycling compliance by residents and at public events (especially city sponsored events).
- Traffic suggestion: a left turn only signal is needed at the intersection of Van Zandt and Farewell. Taking a left onto Van Zandt after coming off the bridge or taking a left from Farewell onto Van Zandt is an adventure now.
- The street I live on is a mess and has been for over 20 years. Please do something. Help! Murray Place.
- I would like to see greater emphasis on discipline at Rogers High School. The disrespect to teachers and other students is rampant. A casual dress code is needed.

Better control of the school perimeter is needed as well. The schools are top heavy with administrators.

- We have enough affordable housing. The state mandates 10%, we are at 18%. Other towns must step up.
- Over 25% of our students are below poverty level. That drives away families with kids who might consider living here.
- Greater oversight and accountability is needed for department heads, particularly police and fire. The fire chief has used the NFD like an absentee landlord, out of touch and collecting a check.
- Early morning garbage on Thames Street in the summer must be dealt with more quickly.
- The city must generate more income from the harbor, from transient yachts and monopolies like Oldport Marine.
- Bury the utility lines, and strengthen sign laws to beautify and attract tourism.
- Allow weekly rentals, but punish the abusive party house tenants, not our taxpayers.
- Pension funds, union contracts and healthcare costs must be brought under control.
- A parking garage on Main Street is ill conceived. Park on the outskirts and trolley in.
- Allow dogs on beach in winter. Come to us with an idea that works for both owners and non-owners.
- I'd like to know why we spend one of the highest amounts in state per student and their performance is one of the worst. Why is the education budget so high and throwing more money at education is not the answer I want. The reason I did not list education in #8 is because I'm not sure what you mean by "emphasis", does that mean more money? I don't have children, but even I know there is something wrong with the system.
- Public education, especially junior and high school levels in Newport have a terrible reputation.
- Easton's Beach being closed down because of sewage problems is disgusting and a detriment.
- Zoning regulations for dwelling units per acre, minimum lot standards, number of dwelling units per lot, and minimum lot size are too restrictive in most districts, which is in part a contributor to the lack of affordable housing in the city. The current code makes the majority of lots and buildings in medium and high-density areas "nonconforming". When the majority of land use actions require a variance to conform to a code, then the code needs to be changed to reflect reality.
- Tax the tax-exempt property so I don't have to pay their share.
- All city services should be conducted in a non-partisan climate.
- Stop promoting development of the visitor's center and the Mary Street lots for the benefit of local and regional developers' profit, but for burden to the city.
- Stop give-aways to low-end cruise tourist companies for diesel pollution control and infrastructure damage control.
- Promote bonds for complete sewer solution, first. Promote business on the north end including light manufacturing and help local businesses to become year round rather than seasonal activities.

- Privatize the schools and rid the city of the union burden and pension bankruptcy. Cull city employment and get rid of the pension system, which will rob the city of viability.
- Install a water sprinkler system at Perrotti Park and plant tended gardens.
- Look to the end of tourist dependency.
- Do not use the survey as a cynical tool to satisfy a pre-conceived plan of those who know what is best for the city, namely what is best for unions and entrenched self-promoters.
- Give tuition grants to all Newport born or full-time residents for use at the new community college. Give publicity to banks, which provide personnel to teach, to CPAs and lawyers who will teach without compensation, to craftsmen and technicians who will teach employable skills and generate urgency in a new workforce.
- Reduce police and fire department personnel. On a future survey, let us state if the level of service is correct.
- Overall, the city does a good job. I care about the environment, water quality, quality of life and safety.
- Congestion is getting worse, what options do we have?
- Water quality is gross.
- Taxes are quite high. If we can boost revenue from tourism, we can control taxes better. Thanks for asking.
- Regarding the city parks, the ones near me could be monitored a bit more for rowdy kids after 11 p.m. Also, though I support the youth programs and do not object to the noise of their activities, I wish the coaches would stop the kids from climbing into my yard and throwing trash over the fence onto my property during practices. Also, I'd rather not have to find myself, while washing dishes at the kitchen sink, spotting a coach relieving himself just on the other side of the fence, as I did last year. It was rather tacky. Lastly, I would appreciate it if the adult organizers of the activities would share better. Last year, as they were gathering before an event, I was told not to walk my dog where the children would be playing. Since I was in the process of picking up after the dog as this was said, it was clearly not because she thought I was irresponsible. She just didn't like seeing the park used for multiple purposes. I pay taxes!
- Regarding laws that state no rental houses less than one month time frame, either enforce it or eliminate it.
- Rowdiness (drunken behavior) needs to be addressed, arrest offending individuals. If you tell them to move along, they will. But they will do it again and again, meanwhile we pay for extra police to give crowd control and push the drunks home. If there are severe penalties, some people will cease bad behavior.
- School, police, and fire contracts need to be addressed. Health insurance for these three are way out of line. Also, promotions (job) are ridiculous. How many fire lieutenants or school principals and assistant principals do we need? Unbelievable.
- Would like to have sidewalks on Aborn Street. City inspectors need to monitor the condition of repairs contractors after they dig up the street.

- Please address this ASAP. There is a bully terrorizing his 4th grade peers at Coggleshall Elementary for 2 years.
- I suspect all those absentee-owned condos (and houses) are not benefiting the city, but do not know how to quantify them.
- Newport is becoming more expensive to live/own and the city must find a way to generate more revenue other than taxes.
- More frequent garbage pickup needed. People with vacation homes have to bring bags of garbage in their car on the way home. My pickup is Thursday so I get no benefit from the garbage pickup schedule.
- Water does not taste good at all.
- Parking in the summer is obviously an issue. Parking garages are needed.
- Traffic after July 4th fireworks is horrible. Worse than any New York traffic I am accustomed to.
- I think that the condition of our streets is outrageously poor. On Sherman Street alone we have had four water pipe breaks and sinkholes. Mount Vernon Street is also a mess. Politicians don't want to hear it unless it is an election year. I love Newport and I want it to remain clean and affordable for residents, first and foremost.
- Figure out whether you want a prosperous town with low taxes and busy streets or a quiet town with higher taxes and empty streets. You can't have it both ways.
- Teachers, police, and firemen are collecting their retirement much too early. They should be contributing to their healthcare benefits.
- The city streets are filthy with litter and debris.
- There is too much signage pollution. Eliminate flashing lights on signs. Use signage like Bowen's Wharf. Enforce the zoning ordinance.
- Improve public schools.
- Have a bike/walking path for Ocean Drive.
- Central Parking Garage-Gateway Center parking underused and you charge in December. No wonder people don't shop in Newport in November and December. Mary Street is full after Halloween.
- Newport has a disproportionate amount of low-income population, which results in a downgrading of city services.
- Zoning board and officer are in need of direction, you aren't allowed to build a deck, but yet someone can purchase a large building and break it up into duplexes that don't fit within the neighborhood.
- Young people cannot afford to live in the area. Tourism service personnel salary level makes Newport unaffordable. The city cannot survive on older and part-time residents only. Families are needed to support city services. This factor has a great deal to do with the image of school services.
- Keep up the good work. Nothing is for free so please keep up with capital improvement programs. Continue to keep public informed and involved with long-term planning.
- Taxes are too high. Housing is unaffordable. Education is poor. There is too much money spent on police and fire (look at their overtime). Hire more part-time people and stop the overtime. The ones working for the city are the only ones who can afford to live here. There are too many tax-exempt properties so we have to pay.

- The dog situation at Second Beach is very annoying. Why not allow unleashed dogs at scheduled times during the off season? Reasonable scheduled times.
- I can hardly believe you even listed affordable housing in section five! We already have almost twice the required level and several times what the other towns in the county have. Let taxpayers in some of the other communities share the burden. No more projects in Newport, please.
- To make Newport a shopping destination requires better service and consistent hours from the merchants, in addition to a limit on chain stores.
- It is puzzling why you omitted sewer replacement/repair in question eight.
- The schools should be repaired. City schools are so poor in education, they should be privatized or replaced by a voucher system. No more money should be thrown at a failed system. Give it up. Failed system K through 12.
- Improve the zoning controls so fewer deals can be made in the zoning office. No decks on roofs or close to other houses.
- Laws exist for property rentals (cannot rent house on weekly basis, only monthly basis). Either throw the rule out or enforce it. Some people manage to get away with weekly rentals while others cannot.
- Stop promoting tourism that attracts drinking. We seem to attract young party people.
- Please consider eliminating the St. Patty's Day parade or at least stop bars from opening until later in the day. A hazardous day in Newport. A waste and disgusting and I am Irish too.
- Public education is poor, not because of the buildings and not because there is less staff. Teachers are overpaid for what little work they do. Do not spend more money on this. Set harsher rules on the teachers. Our tax dollars have exceeded on the school system.
- Quit paying health benefits for police, fire and school. Up the retirement ages for police, fire and school. We cannot have this anymore. It is far too much.
- Newport is a great city. With this survey I hope it says we are still great.
- The oppressive police presence detracts from the quality of life in Newport (Middletown also).
- Please focus on clearing the litter from the streets, sidewalks and neighborhoods and be more welcoming to tourists and responsible dog walkers.
- We both filled out this form after 50 years of marriage.
- The police department has some serious personnel issues.
- Public works department could take city cleanup and maintenance more serious.
- Strong need to repair sewer discharges into the bay.
- Beaches could be cleaner and litter laws enforced.
- Contracts for city police, fire and school pensions and health benefits are way over the top.
- Seasonal traffic management is a critical problem, along with downtown (behavior of tourists and the bar crowd).
- Sidewalks on Thames and adjacent streets need repairs or replacement. Paving and street repairs also needed.

- The quality of the roads in Newport is embarrassing. Thames Street is terrible. Ocean Drive is the crown jewel of this town. It should be meticulously maintained with bike access. A biker, walker or roller blader is going to be fatally injured avoiding a pothole and a lawsuit will be filed. This is a legitimate fear. Roads, education, and appearance of the community are my priorities.
- The space is not adequate for all the help and suggestions Newport needs.
- Taxes are too high for the results we're getting in the education of our youth. It is time to take a new approach to reaching public education's needs, not more money. Teachers are overpaid for the results we're getting. Take a look at other small towns and observe their results. Why are test scores and SAT scores so low? Higher taxes are not the answer.
- The city of Newport needs to help the legal residents. It is getting too hard to make ends meet living here. It seems if you are not rich or poor you will not be able to live here.
- The school department is very bad.
- Our beaches are polluted. Our taxes keep going up for what? The city cares more about tourists then the people who live here and pay the taxes.
- It is time for all teachers, policemen, firemen and city workers to pay their fair share for benefits.
- In addition to the poor condition of our roads most of the time, we also have to live with the awful smell that comes from the sewer treatment plant on Connell Highway. Also, the intersection of Girard Avenue/Malbone Road and Admiral Kalibus is a death trap and needs to be upgraded. It is also very difficult to make ends meet in Newport, salaries are not in line with the cost of living here and it makes it difficult for people to stay here.
- Your survey failed to address water pollution control. This has a huge impact on the quality of life in Newport.
- Local property owners are paying ridiculous property taxes and receiving very few services while municipal employees (including police, fireman, and teachers, etc.) are receiving benefits that far exceed the average and are not held to very high standards. Older property owners on fixed incomes and single parents, who have lived here all their lives, are being forced to sell their homes as many are unable to pay their taxes. We need to reduce the salaries, benefits and overtime of municipal employees. We also need to increase our tax base. We need to increase our share of the tourist dollars coming into Newport. We put up with many inconveniences and our taxes go up instead of down. Our schools are dreadful. Most dollars go toward teachers' salaries instead of improving education.
- As a "Resort Town", we are not very tourist friendly or accommodating. Lack of public restrooms, parking and signage do nothing to improve our image. All of the PR cannot erase the bad aftertaste left from vigilant meter persons, aggressive police and lack of services. Our beaches have become increasingly restrictive. You can't even throw a ball on the beach. Somehow it works on Florida beaches and other beach resorts and most do not charge exorbitant parking fees. Newport has used Federal and local taxpayer dollars to create the best private beach in Newport. The public areas of Newport Beach have remained unchanged while the private area has wonderful clean restrooms, hot showers and a lovely elevated covered picnic area.

Young families, with small children, who cannot afford to rent a private bathhouse, have a choice of two or three picnic tables set out in the blazing sun.

- We really need to improve traffic flow. I don't think that we actually have a traffic engineer. It would be wonderful to coordinate traffic planning with Middletown and Portsmouth. Regionalizing school boards, fire and police departments actually might not be such a bad idea.
- This is such a naturally beautiful city. It still has a sense of community. Let's try to preserve that, as well as grow as a resort town without penalizing those who live here year round and love it enough to bring their families up here.
- Fix Ocean Drive seawalls before losing roadway.
- Cops directing traffic during roadwork are lazy, rude, incompetent and often unnecessary.
- Portable roadway flashing signs should only be used for a specific purpose.
- Why no parking meters on the road next to Yesterdays?
- Parking of contractors and yard workers should be controlled.
- Less strategic planning, more action.
- Thames Street is a disgrace and needs repaving.
- Strong elected mayor vs. a city manager type of government.
- Maintenance to entrance points to city.
- Newport needs a real movie theater.
- Control of illegal aliens.
- Give homeowners free stickers to park anywhere in the city, including beaches.
- The city's retail environment during Jan-Apr is dismal, an embarrassment. Clearly, the local retailers can't make a difference on their own. What can the city do to help them?
- Concerning planning and zoning, you missed the boat with the survey: the issues brought up in section D are peripheral to the really important one, which is unbridled development and loss of open space. These have a huge impact on our quality of life and will affect the future of tourism.
- Get rid of the homeless shelter on Broadway across from the courthouse. The first impression of tourists coming into Newport and seeing all the bums on Broadway is not a good one. They also harass pedestrians around the area.
- Traffic patterns can be a nightmare, one ways, no turning lanes. Please help allow for affordable housing, many young people starting families are feeling they need to leave Newport because it is not family affordable. It may become a nice place to visit.
- I would like to hear more discussion on Island police, fire and school departments.
- Zoning has a tendency of not returning calls and not notifying immediate abutters of zoning variance requests. Responsiveness, professionalism, and effort of planning/zoning officer needs great improvement. Note this question was not addressed in section D. Access to the waterfront was also not addressed.
- Where does all of the tax money go? Newport collects an enormous amount in taxes, yet the streets are in bad condition and the schools are terrible. They need to learn to live within a budget and not just automatically increase taxes each year while lowering services. Individuals in city government seem more concerned with their

individual power trips, then in improving Newport. Start representing the people of the city, not just yourselves.

- The education budget/property tax has to be brought under control.
- Traffic lights could definitely be better synchronized in the summer.
- Affordable parking in the summer is needed.
- This is a beautiful city to live in, but it has many problems and lacks strong leadership. Property taxes are unacceptably high. The city is not well-run. Cronyism is rampant as are conflict of interest issues. The police department is known to harass perfectly innocent people who anger politicians. The PD should not be used this way.
- Your questions on planning and zoning addressed only enforcement issues, not major ones such as why is the comprehensive land use plan is not always adhered to?
- Results should be made public.
- Had to move to DC area to afford rising property taxes. Want to retire in 2008, but did not have income on salary working in Newport to support it. Had to move and rent home to build savings. Will retire to my home in Newport if taxes will allow it.
- Kindly turn the three school systems on Aquidneck Island into one administrative system so as to eliminate so many administrators, go back to teaching.
- Test scores for elementary schools are outrageous.
- Sewage problems are polluting quality of life.
- Water quality is marginal.
- The level of alcohol consumption (abuse) promoted by the bars is unacceptable.
- The lack of enforcement by rental agencies and/or landlords is also unacceptable.
- The city is looking more run down every year while the amount of tacky tourist shops increase.
- Surprising that you did not include a question pertaining to the exorbitant property tax we all pay.
- Newport has a huge drunk-driving problem, which appears to be tolerated/ignored. A lot more should be done to address this very important issue.
- When buying or selling the land, it should be marked to agree with mortgage description and in books at city hall. The marker should be placed at all four corners, instantly recognizable.
- Newport roads are horrendous. When I think of why I would never live in Newport other than being stationed here as active duty Navy, it is because of the extremely poor roads. Newport needs to repave 85% of its roads (not just fill in potholes, which Newport does not do any way).
- Lower Thames Sidewalks, Whaites Wharf, etc.: Uneven, cracked cement pavement is a hazard. It is next to impossible to wheel a baby stroller or a wheelchair without a struggle or straining one's back. In the past several years three of my guests sustained injuries from falls. Two sprained ankles, one dislocated shoulder. Newport should be embarrassed by its unsafe sidewalks and side streets.
- Trinity Church Common: Here I often see teenagers just "hanging out", smoking, leaving trash behind, frequently being verbally abusive to passing tourists, etc.
- Kings Park Beach: Should be cleaned of smelly seaweed and debris more often as it is one of the few beaches to which tourists can walk from downtown. A "Do Not Swim" sign should be posted as the water is frequently contaminated after rainstorms.

- Kings Park Playground: New play gyms recently installed are great and my grandchildren enjoy playing there frequently. The rusted out animal rides for the smaller children (ages 1-2 years) were removed last year and need to be replaced as there are currently only swings available for them. Providing such equipment is the least the city can do for our young taxpaying families.
- Lower Thames Street: After 11 PM this street is unsafe due to all the drunks returning home after a night of drinking. They are very inebriated, yell, use foul language, urinate on the street, and are verbally abusive and threatening. This remains an ongoing intolerable disgrace for Newport.
- Summer Rentals: It is absurd that summer rentals in Newport are restricted to a minimum of a one month rental period. Newport needs to make it possible for families to vacation here. How many people do you know that have four weeks vacation a year? Costs of rentals for one month (average \$3000-\$4000 a month and up) are beyond most young family's budgets. Instead of attracting quiet families to vacation here, this one month minimum encourage 21-35 year age groups to sign leases for up to three month periods, then sublet among themselves. This results in overcrowding (despite the laws) and loud drunken parties that last well into the night. Although there is police reinforcement of laws and subsequent fines, these revelers do not care and have no commitment to Newport. Neither do the owners of the properties, which generate such high rental income during the summer months. Being fined appears to have minimal impact on their intentions to continue renting to the partying crowd.
- The property evaluation in Newport is too high and not what the current market reflects.
- City services are not responsive to comments and residents.
- Taxes are high.
- Teacher benefits/salary are unrealistically high and not in line with current trends in salary containment and benefit/pension/healthcare reductions for the majority of employers.
- I think density needs to be addressed. Condominiums are over-represented. The city should not allow condo conversions of old buildings unless there are enough units to have a real condo association with funding for building maintenance. All these conversions are poorly done with no real governing body and they are all going to be needing maintenance in a couple of years. Where are the funds? How will a condo association of two members act? The over-development also drives families out of town in favor of part-time residents.
- One big problem is the workers at City Hall. Not all, but many are rude.
- Police must do more traffic enforcement at stop signs and traffic signals. Ignoring signals by drivers is epidemic.
- The condition of the roads remains an embarrassment to our city.
- Get payments for benefits to union employees under control. All should pay a percentage (not flat fee) of health care costs. Pensions should be switched to defined contribution (not benefit).
- Public works is a joke, clean house.
- Tourism is the main force in the economy, support it.

- Build the parking garage, now.
- Trash pickup should be extended to everyone who pays taxes in Newport.
- Roads should be maintained better.
- Property taxes should be lowered.
- Free street parking to everyone who pays property taxes.
- All services offered to individual homeowners should also be offered to condominium owners.
- Learn to control our spending. Stop wasting money on consultants and big money jobs. Control our taxes or we will not be able to afford to live here anymore.
- The city needs to review how it is governed and perhaps consider an elected mayor to provide vision and leadership. Newport does not appear to have strong leadership and is reactionary rather than proactive.
- The city should study other major tourist towns to see why they are successful.
- Lower Thames and the overhead cables are very unattractive.
- Stop the sewage overflow problems at First Beach.
- Promote policies which support families.
- Ensure the continued existence of middle and working class families in Newport.
- Tourism is a primary economic force in Newport, yet we pollute our beaches and harbor with sewage outflows, allow the seawalls to crumble, and do not provide adequate parking for tourists.
- The quality of education in the city is well below average yet we spend more per student than any of the surrounding communities. According to the school superintendent, this is due in part to the fact that 49% of the students are from low income families and 25% of them are from families living below the poverty level. This can be attributed to the large number of low income housing units that exist in the city (from which there is no tax revenue or any federal or state reimbursement). This also contributes significantly to the local crime and drug problems. This burden must be shared by all communities in the state.
- While we love living in Newport because of the easy access to the beach, town, shops and parks, we feel that it is now necessary to move out because our daughter is ready for school. We are very sad to leave, but do not feel confident with the Newport school system.
- The city is very dirty and no one seems to care. We have no flowers in our parks. They look un-cared for.
- Better address city employee healthcare cost issues.
- City streets are horrible. Please fix them.
- The city needs to find other ways to raise revenue. Continually raising taxes each year at close to the max is not the answer. It will hurt the city in the long run by driving out its residents (specifically mid-income homeowners already trying to make ends meet).
- Too many vacant storefronts on Lower Thames. Encouragement and subsidies of small business owners is needed. Bad image for tourists.
- It would be nice to have a performing/visual arts center in Newport. There are many older buildings that could be renovated for this use. It would add to the quality of life for the community.

- Re-elect new school committee, no control over finances and budget. Absolutely absurd.
- One of my particular complaints is the garbage in the streets and lying around houses, and garbage cans put out days before garbage pickup. I live on Pelham Street and am very aware of the attractiveness of downtown Newport.
- I am disheartened by what I call a “gotcha” attitude towards tourists. Come to our city, come to our events including fundraisers. But don’t expect courtesy or clean, frequent toilets, drinking fountains or streets.
- Newport police should respond to calls faster and not be on their cell phones or playing games on their computers. Also, when they answer the telephone at the Newport police station, they shouldn’t have the attitude that they do.
- These Newport city streets and roads are a disgrace. They need to be fixed. Too many potholes. And yet nobody seems to care.
- I am of the opinion that the police department is operating like a dysfunctional family. The controversy between Captain Golden, who I am sure is very competent, and his department seems to have created an atmosphere of animosity and distrust in the police department. They have lost their sense of “esprit de corps”. Perhaps a new chief could bring a more unifying approach to the department so that the city has a more functional police force.
- Beaches and parks need to be cleaned of dog waste. How about a public awareness campaign on cleanliness in these public areas.
- Create a better system of management of sewage off-loading (not in the bay).
- Lack of enforcement of zoning making neighbors the watchdogs for offenders of codes. The over-granting of zoning variances to the detriment to the quality of life in Newport (overcrowding).
- Overall, we need regionalization in our county of schools, police, fire and local government.
- Newport school system is an inner-city system. Efforts must be made to make sure that middle class students don’t get lost in the system and that they receive proper education. Image of school system needs to be improved. Improvements to Rogers should take priority. We should keep neighborhood elementary schools.
- Management issues at police department need to be addressed.
- Rogers High School has got to be improved. It is at such a low that the bright and average students are suffering. If you are a minority, you have it made.
- Streets are a disgrace, an embarrassment when people come to visit.
- Parking meters are an embarrassment. How about some type of park boxes like in most tourist areas.
- My number one complaint is the amount of trash and broken beer bottles littering the streets (especially on weekends). Our residence is in the 5th Ward (near Thames) and I generally pick up trash and bottles myself when I walk the dog. Also, in the summer I have noticed people sleeping in their cars on Wellington (near Kings Park).
- Newport is being taken over with houses and businesses. I don’t believe you have the residents in mind when you allow all the construction taking place. The property between Prairie and Rhode Island Avenue off Kay Street is being subdivided in too many houses. Traffic is a nightmare as well as parking. The schools buying up

property should be left on the tax rolls. We can not afford the taxes now. The streets are terrible but at least we do have new street signs. You want tourists but you do not provide services for them. On the special events where you need more police, cancel them. My wonderful little town has been taken over by greed. Please return it to the residents who live here all year.

- City personnel are helpful but are seriously handicapped by an antiquated computer system that cannot do the proper financial and administrative reporting. This basic weakness is invisible to the public but the source of much dissatisfaction with administrative services.
- Although police services are satisfactory, the cost of service is disproportional to the benefit.
- The Harbor Master is doing a good job, but he does not have adequate legal support to protect the city's property rights and the public's access to waterways.
- Planning and Zoning do not adequately represent Comprehensive Land Use goals. Approvals are granted to developers with the loudest voice and the deepest pockets. Perhaps these functions are hampered by inadequate legal support. There are three attorneys on the city payroll, with at least two maintaining private practices and the potential for serious conflicts of interest. One full time solicitor with a solid and proven track record in advocacy would make more sense than three part time solicitors.
- Uncut residential grass is not the problem, uncut hedges covering public walkways and forcing pedestrians into the street are both a nuisance and a safety issue.
- Municipal employees need to share in the payment of health care premiums, especially fire and police.
- Too much property owned by non-profit, i.e. tax exempt entities, which burdens business and property owners.
- Reputation of a "party town" has caused decreased tourism dollars. Clean up these houses through enforcing overcrowding zoning ordinance.
- What Newport needs to do is help residents that have lived here all their lives like me 72 years is regionalize schools system and stop sale of tax exempt properties and make the exempt pay taxes. Times have changed so that no one should get a free ride such as Salve Regina, which keeps taking properties off the tax roll and it is allowed. There would be more money for everyone to share helping schools, repairing our city so people are proud to live here. Residents have fixed up their properties and streets are lowering the beauty of the neighborhoods. Many in disrepair. Until this is done nothing is going to happen to help people except moving out.
- Who has the insight to know better? Doubling assessments was crazy since properties are not selling and the assessments double. Crazy.
- Begin focusing on areas other than the 5th Ward, Ocean Drive and the Point.
- Put some effort into making the jewel of the city's parks (Miantonomy) user-friendly. It has been allowed to become a bandit's roost for too long due to its proximity to the housing projects.
- Less emphasis on promoting tourism year round. Not everyone benefits from that.
- Pay for many city administration and for firemen is way too high.
- All parking should be free 100% of the time to taxpaying Newport citizens.

- The percentage of subsidized housing is way over average. It also places an unfair cost burden on the schools.
- Teachers' contracts are unfair to taxpayers.
- City taxes are far too high for average and retired homeowners. Rental property can't be lowered unless property taxes are lowered. Certain properties, who pay no taxes, should be made to pay a reasonable percentage of their profits to help the average and retired homeowner. More and more people are leaving Newport because they can't afford to live here.
- The greatest problem Newport has is that it is becoming a city of second homes and many year round families with children are moving to Portsmouth and Middletown. Inner city Newport business (retail) has become even more seasonal and a city without children is not a vibrant city. To reverse this trend, Newport education must be superior.
- Lowering property taxes or offering subsidized assistance that would make home owning possible for long-time working Newporters.
- Fix the potholes in the streets.
- Repave all streets that need it.
- Potholes in the streets need attention.
- I believe our public school system has a very bad reputation despite a larger budget. I believe our population base does not support having so many schools. I would hope Aquidneck Island would merge so we have one high school, one middle school, and a few top quality elementary schools so local kids get a top quality education, not supporting buildings and excessive overhead. It's too bad that people who relocate here with kids do not choose to live in Newport but prefer Middletown or Portsmouth.
- A clean harbor is essential to the health of the city.
- Fewer bars equals fewer yahoos.
- Allow weekly rentals to encourage families to vacation in Newport.
- Enforce noise and straight pipe rules for motorcycles.
- Fix combined sewer pipes by relaying pipes over time.
- Add bike paths whenever possible.
- Fix the streets and sidewalks.
- Newport was a pleasant, quiet place to live at first (1970's), then the rush to develop everything. Progress is not for every city. Newport has gone way beyond her potential. Unfortunately, our success is suffocating us. We lack the space, energy, and money to deal with the many responsibilities that come with success. Those of us who reside year-round carry the burden with increased taxes and prices. The traffic, noise and most of all, the maintenance and building contractors who charge big prices for shoddy work with impunity. They should be tested before licensing.
- We must improve the image people have about our schools.
- Do not continue to cut teachers at middle school level to increase class sizes. Bad idea.
- There needs to be an alternative school to accommodate more students.
- Water quality at the beaches is my biggest concern. How can the residents of Newport help? We all want clean water and every summer the problem continues.

- Something desperately needs to be done to the overtime expenses paid to city employees (fire and police) and benefits that all (teachers too) receive. It is ridiculous.